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ISSUE 427 | 9 - 22 JULY 2014

Computer  
**active**

Your friendly guide to technology

**A FASTER  
COMPUTER  
IN ONE CLICK**

The only free program  
with this clever trick

page 35

# Uninstall Software

# COMPLETELY

Remove **EVERY LAST TRACE** of programs  
that clog your computer page 50



**PLUS**

**STOP HACKERS STEALING  
YOUR ONLINE FILES** p58

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## From the Editor

Like many actions that are essential for a healthy computer, uninstalling software isn't as easy as it should be. We'd all love it if programs would vanish with one click, but they have a habit of leaving junk dotted all over your PC.

Happily, there are powerful ways to wipe every last trace of programs from your PC, as we explain in our cover feature. We recommend new software and tools to use, and tricks that will keep your system free of program leftovers. We've also named and shamed one software uninstaller that, unbelievably, leaves nasty search tools on your PC. Steer well clear of that.



In Issue 424 I asked you to email me details about old technology you still use. A big thank you to everyone who did so - it was great reading about all the ancient Amigas and prehistoric printers that you still enjoy using. Turn to page 55 to see what devices your fellow readers refuse to let die.

Daniel Booth

[editor@computeractive.co.uk](mailto:editor@computeractive.co.uk)

The image shows the front cover of Computeractive magazine. The main headline is 'Uninstall Software COMPLETELY' in large, bold letters. Below it, a sub-headline reads 'Remove EVERY LAST TRACE of programs that clog your computer page 50'. There are four blue circular icons with white arrows pointing down. At the bottom, there are two more headlines: 'PLUS STOP HACKERS STEALING YOUR ONLINE FILES p58' and '10 WINDOWS TOOLS YOU MUST STOP USING NOW p60'. Various other teasers are visible at the top, including 'UPDATE ALL YOUR SOFTWARE IN ONE GO p40', 'RECOVER DELETED PHOTOS FOR FREE p38', and 'A FASTER COMPUTER IN ONE CLICK p35'. The magazine's masthead 'Computeractive' is at the top left, and the tagline 'Your friendly guide to technology' is at the top right.

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**\$500**

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# Uninstall Software COMPLETELY

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## Computeractive offer of the fortnight

**Kaspersky Internet Security 2014** **page 33**

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## Sharing your NHS data should be 'opt in', doctors say

Doctors have called for the NHS to change how patients agree to let information about their health be shared with third parties, such as academics, and pharmaceutical and insurance companies.

Currently, patients' information in the 'Care.data' scheme ([www.snipca.com/12624](http://www.snipca.com/12624)) is made available to third parties by default. This means you have to 'opt out' through your GP to stop companies accessing it, although they can't see patients' names.

But many doctors believe you should have to 'opt in' to the scheme, actively giving permission for your data to be shared.

The NHS says 'Care.data' was set up to share information so it could be analysed to "improve the quality of care and health services for all".



But at the annual British Medical Association conference in June, doctors and students voiced their concerns that Care.data lacks confidentiality and can hurt patients' trust in their GPs.

"There are some concepts that are fundamental to the very way in which society operates," said Hertfordshire GP Mike Ingram. "The

confidentiality of the medical record is such [a concept]."

At the conference, doctors voted in favour of an opt-in system. They also called for the ways in which medical records are shared to be made clearer to patients. Many doctors made the point that patients will be happy to share their data if they know it's being used to improve healthcare, rather than make money for businesses.

Pam Cowburn, Communications Director at Open Rights Group, said that the vote highlights the concerns of both doctors and patients about the threat to privacy posed by sharing medical data.

"For patients to give real consent, they need to be fully informed about how their

### COMMENT

Sharing your medical data with academics and researchers is crucial to improve the treatments available to you. However, it's understandable that you won't want the same data shared with private businesses. While it's good to know that doctors are fighting for our privacy, an all-encompassing 'opt in' system may restrict research because too few people would agree to share their data. A more balanced system would offer an 'opt out' option for data-sharing with academics and researchers, and 'opt in' for businesses.

data is going to be used and aware of the risks around sharing it. That's very difficult to guarantee with an opt-out system," said Cowburn.

## Facebook secretly manipulated your mood

Facebook has admitted that it manipulated the news feeds of 700,000 users for a week in 2012 in order to gauge whether what they read affected their emotions.

Academics at Cornell University and University of California San Francisco collaborated with Facebook to filter users' news feeds with

positive or negative news and comments. Facebook then analysed users' posts to see whether they were significantly positive or negative. The resulting research paper has only just been released, and can be read at [www.snipca.com/12623](http://www.snipca.com/12623).

The participants in the



experiment didn't give their consent to take part, but the researchers claim that the study "was consistent with

Facebook's Data Use Policy". Emma Carr, acting director of Big Brother Watch, disagreed, saying: "Hiding the

fact that experiments will take place among the terms and conditions, which are often tens of thousands of words long, is simply not acceptable".

The researchers concluded that the mood of users' had been affected by the experiment, attributing it to a psychological phenomenon called "emotional contagion".



**You'll like this...** Microsoft has increased its free storage limit in OneDrive from 7GB to 15GB ([www.snipca.com/12622](http://www.snipca.com/12622))



**...but not this** Security researchers spotted an Android worm that sends itself in a text message ([www.snipca.com/12621](http://www.snipca.com/12621))

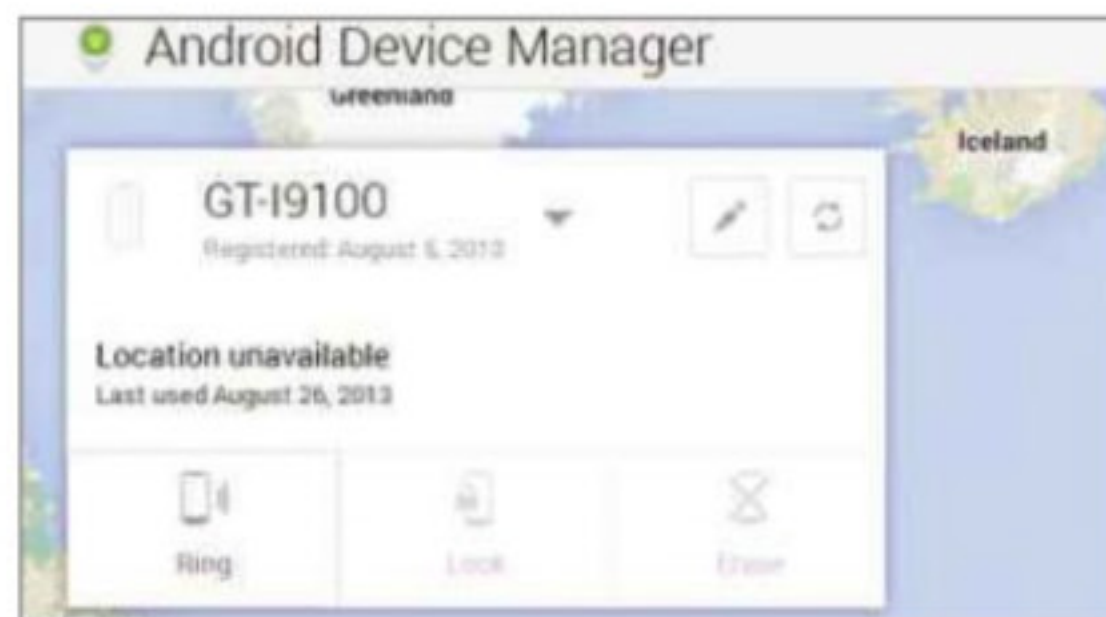


# Stop thief! New 'kill switch' will make stolen phones useless

Microsoft and Google have said they will add a 'kill switch' function to all future versions of Windows Phone and Android devices.

A kill switch is a more advanced version of the 'lock' function for Android devices currently found in the Android Device Manager. It's an online tool that lets you send a signal to your stolen device that locks it with a username and password. However, thieves can get round this by resetting the device to its factory settings, which won't be possible with the new kill-switch function.

Kill switches are activated



online, so victims need to access the web as soon as they realise their device is missing.

Microsoft and Google will be following the example set by Apple with its iPhone and iPad, both of which have kill switches. A study by the office of the New York Attorney General showed that since Apple introduced the kill switch last September, iPhone thefts have dropped by 24 per

cent in London. Thefts of Samsung phones, which don't have a kill switch, increased by 40 per cent in the first five months of 2014.

The push to introduce kill switches was part of the Secure Our Smartphones Initiative, a partnership which includes the NYPD and London Met Police.

London Mayor Boris Johnson has voiced his support for such a feature to be on all phones by default in the UK.

At Google's annual I/O conference in June, the company unveiled the next version of Android and confirmed that a kill switch will be included.

## Tomorrow's world

Researchers at Oxford University have developed a pair of smart glasses that help visually impaired people recognise faces and avoid walking into obstacles. A video camera on the frame of the glasses sees nearby people and objects, then uses specially designed software to make them appear more distinct to the wearer. More information at [www.snipca.com/12522](http://www.snipca.com/12522).



# Hackers can still steal passwords as Heartbleed fixes stall

A security firm has said that of the 600,000 servers affected by the Heartbleed security bug, more than 300,000 still haven't been fixed.

Heartbleed was discovered in April in code used by websites to encrypt personal information. The vulnerability had existed unnoticed since the start of 2012, giving hackers the opportunity to steal the passwords of millions of people worldwide. It's considered to be one of the worst security flaws in the internet's history.

A fix for the flaw was released soon after it was discovered, and it was quickly applied to many servers. However, according to Robert Graham, researcher at security firm Errata, the number of servers installing the patch has ground to a halt, leaving people visiting websites using these servers at risk of having their passwords stolen.

Graham said that a month after Heartbleed was exposed, 300,000 servers had been fixed, but that figure hasn't increased in the subsequent



months.

The figures suggest that administrators of the remaining servers affected by Heartbleed are not bothering to fix them. Graham said that

even in 10 years' time, he still expects to find servers vulnerable to Heartbleed.

James Lyne, head of security research at security firm Sophos, accused the companies running the affected servers of "simple ignorance as to the importance of the task, the fact they are vulnerable or the process to be followed".

"We see this every day with other web attacks, which are trivial to fix, but still show up to the order of 30,000 new hacked sites a day", said Lyne.



## FELIX DENNIS 1947-2014

Founder and Chairman of Dennis Publishing, the company that publishes *Computeractive*, *Auto Express*

and *The Week* died on 22 June 2014. He was 67.

Felix lived a remarkable life. From modest beginnings he created one of Britain's most successful magazine publishing businesses, achieving worldwide recognition for his contribution to media and establishing himself as one of Britain's best-loved entrepreneurs. He also enjoyed huge success as a critically acclaimed poet and in 1992 established the Heart of England Forest Project charity. His considerable

fortune will continue to help the charity achieve its aim of planting a 25,000-acre native broadleaf forest in the Warwickshire countryside, details of which can be found at [www.heartofenglandforest.com](http://www.heartofenglandforest.com).

But above all, Felix was a gifted publisher. His obsession with high-quality content and ability to identify what readers wanted, set him apart as the finest magazine craftsman of his generation. He will be greatly missed.



## IN BRIEF

### EU SLASHES MOBILE-ROAMING FEES

The European Commission has further cut mobile-roaming costs in the EU. The cost of using your mobile internet on the continent has dropped from 36p per MB to 16p. Making and receiving calls has dropped to 15p per minute and 4p per minute respectively. EC Vice-President Neelie Kroes said that she wants a complete end to roaming charges agreed by the end of the year.

### WORLD CUP WI-FI PASSWORD LEAKED

The Wi-Fi password of Risco, the firm in charge of security at the Arena Pantanal World Cup stadium in Brazil, was inadvertently leaked on the internet in June. The Wi-Fi name, password and a secret email address for a Brazilian government agency were visible (top right) in a photo intended to show off the company's state-of-the-art security centre (see it at [www.snipca.com/12613](http://www.snipca.com/12613)).

## No phone signal? Government's answer is to make companies share

It might not be too long before you will be able to make and receive calls in those remote spots of the UK where mobile signals are currently very weak.

The Government is considering "national roaming", a scheme that would force network providers to share their masts with rivals in areas where coverage is poor.

This would mean you'd be able to pick up a signal from masts run by network providers other than your own, allowing Vodafone customers to use the O2 mast, for example.

David Cameron addressed the issue of mobile 'not-spots' in an interview with Cornwall newspaper *Western Morning News* in June. He complained that he'd had to return early from his holidays in Cornwall because poor signals meant he couldn't manage the Government's response to the death of Libyan dictator Muammar Gaddafi in 2011 and



the escalation of the Syrian civil war in 2013.

Sarah Lee, head of policy at the Countryside Alliance, said that the organisation is "pleased" that the Government is looking into new ways to boost mobile signals in rural areas, but added that the Government's priority should be the £150m Mobile Infrastructure Project (MIP), which she believes is taking too long. "Despite the deadline for funding these

regional projects being the end of 2015, few are yet off the ground," said Lee.

But national roaming is facing opposition from the UK Mobile Operators Association (MOA), which represents EE, Three, O2 and Vodafone. An MOA statement said: "National roaming will take years to implement and will not address

the problem of not-spots. National roaming would be a disincentive to build more infrastructure and customers would face more dropped calls."

Network providers are already working on their own methods to tackle poor mobile coverage. In late June, EE and Three announced they will launch services in the autumn that let customers use Wi-Fi networks to make phone calls and send texts.

## Microsoft unveils new phone - and it runs Android

Microsoft has revealed that its first smartphone since buying Nokia will run the Android operating system.

The Nokia X2 ([www.snipca.com/12589](http://www.snipca.com/12589)) is a follow-up to the Android-based Nokia X, but the decision to use Android comes as a surprise because until now it's been a rival to Microsoft's own Windows Phone operating system. Ben Wood, Chief of Research at telecoms consultancy CCS Insight, said he finds Microsoft's alliance with Android "astounding".

The phone will cost £80

when it launches in July and has a 4.3in screen, 1GB of RAM and a 5-megapixel camera with a front-facing option. It comes with popular Microsoft apps such as Skype, Outlook and OneDrive, and has an interface designed to resemble the tiled layout familiar to Windows Phone and Windows 8 users.

The X2 features two SIM card slots, which lets you juggle two different tariffs on it to save money or buy a



foreign SIM card when abroad while also remaining reachable on your UK number.

Although the phone runs on Android, it is connected to the Nokia Store rather than Google Play. The Nokia Store now contains over 250,000 apps, which pales in comparison to Google Play's 1.2 million apps.

## What's new from Google

You can now edit Microsoft Word, PowerPoint and Excel files within Google Drive without having to convert them first - although this can only be done in the Chrome browser or on Android for the time being. All the changes will be saved to the original Microsoft Office file. Also new is a Google Slides app for Android. Read about more updates to Google Drive on the official blog ([www.snipca.com/12603](http://www.snipca.com/12603)).



# Will you ever want to use Google Glass?

Google Glass has arrived in the UK, but doubts remain about how popular it will prove. Is it a life-changing device or an expensive gimmick?

After two years of being trialled in the US, Google Glass has finally arrived in Britain ([www.google.co.uk/glass](http://www.google.co.uk/glass)), although the price tag of £1,000 means that, for now, only technology fans with deep pockets will be able to afford it.

Few devices have made more headlines in the past year, but describing exactly what Glass does remains tricky. Google calls it “smart eyewear that lets you live lighter”, which is marketing gobbledygook of the worst kind. Wikipedia is no clearer, calling it “a wearable computer with an optical head-mounted display” ([www.snipca.com/12601](http://www.snipca.com/12601)).

This difficulty in capturing what Glass does neatly mirrors the scepticism some tech experts have about the device’s appeal. Will the general public ever find a use for it? Or will it be a passing gimmick, worn only by



people using it in very creative ways: [www.snipca.com/12600](http://www.snipca.com/12600). Words don’t really do Glass justice.

So, how could you use Glass in your daily life? Well, you could go to a museum or gallery, for example, and see extra information about the exhibits displayed on Glass,

university have developed an app that converts speech into text that the Glass wearer can read, helping deaf people communicate. The same team is working on an app that translates foreign speech into text in your own language.

These are all wonderful uses for the device, but it remains to be seen whether enough people will enjoy the experience of having their vision partially obscured by a digital display that will mostly show emails, text messages and news headlines.

Privacy is a concern, too, because people wearing Glass can record what they’re seeing. In the US, some Glass-wearers (or “glass-holes”, as they’ve been mockingly labelled) have been kicked out of restaurants and even attacked. Google has been criticised for not adding an indicator to Glass to show other people that it’s recording. Privacy worries were increased by the launch,

## THE FACTS

- Google Glass costs £1,000 in the UK (\$1,500 in the US)
- Apps for Glass include a speech-to-text converter for the hard of hearing, museum guides, and sat-nav for walkers
- Some people in the US have been assaulted for wearing Glass

“The difficulty in capturing what Glass does mirrors the scepticism experts have about its appeal”

wealthy show-offs who always need to have the latest gadget, no matter how expensive it is?

We’ll try to improve on Google and Wikipedia’s description. Glass is a device that is placed over one of your eyes and shows you information on top of your normal vision, like **augmented reality**. If that explanation doesn’t help, visit Google’s Explorers website to watch

rather than listen to an audio commentary. Hikers could use Glass to see directions provided by sat-nav, and information about the area.

It can also be used to save lives. In America, doctors are using Glass during surgery to access patients’ medical records, while firefighters have used it to look at floorplans before they enter buildings. Researchers at Georgia Tech

in June, of Google’s Livestream app that lets Glass wearers stream live recordings on the internet.

As with most new technology, Glass is a little scary and a little exciting. We can see its potential to improve our lives, but think the technology will prove too intrusive for many people. It needs to be cheaper, too, but even if it’s priced around £500, we still predict it’ll take longer than smartphones and tablets to become widely used.



# Letters

Tell us what's on your mind




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## Spending money to get the elderly online

 So Eddie Copeland of Policy Exchange thinks it's vital that everyone in society is able to use the internet (News, Issue 425)? Tosh! It would be better if money was first spent asking the elderly if that's what they want. If the Government has this kind of surplus money, it should ensure the elderly have adequate food and heating. Most elderly people I know are quite happy with their lot in life.

Another thought - who is going to supply them with the necessary equipment and education? Another money-making organisation no doubt.

Sandra Payne


 The Government should spend millions of pounds to get older people online. I'm a prime example why. I'm closer to 79 years old than 78, and have been online for more than 12 years, all self taught. I do many things online (shop, bank, book holidays and so on). I keep in touch with my family and friends in Australia and Canada. A couple of months ago, via Facebook, an old friend contacted me to whom I hadn't spoken for nearly 60 years. We now email each other twice a week. I have become a scenic photographer and because of Flickr and Facebook, I'm pretty well known.

My wife passed away a few years ago and I find the web a great comfort because I can always have a chat with family and friends by email and on Facebook. I am a founder member of the Giffach Goch Historical Group (here's our Facebook page: [www.snipca.com/12496](http://www.snipca.com/12496)) and I write comments and post photos to other local Facebook pages.

I could go on extolling the virtues of the web for older people because I know all too well the advantages it has in keeping the mind busy.


Wyndham Jones

## In the beginning there was the (pass)word

 Further to your request for password tips in Issue 425, I have a hymn book with over a thousand hymns in it. To create passwords I choose the first letters of the first line of the hymn,

plus the hymn number in the book, and finish it with a question mark. I keep a paper copy with each website with the hymn number to refer to when needed.

Terry Sutton

 All you need is a qwerty keyboard to set up a strong password. First, pick a word you'll easily remember, spelled wrong. Now use each letter, and the letter, number or symbol immediately above and below it. So, for example, for the letter 'p' you would type **p0;**, for the letter 'a' you would type **aqz** and so on.

Robert Brown

 I use a different password for every login I have and I can remember them all without writing them anywhere. I simply use the site I'm using as my aide memoire. For instance (and the following characters have been changed to protect the innocent - ie, me), for any site I visit I use the first four characters of the site name with the same four numbers. So for [www.computeractive.co.uk](http://www.computeractive.co.uk), my simple password would be **comp2014**. However, to strengthen it I do the following: capitalise the first character and change any vowels in the

website name to a number using A=1, E=2, I=3, O=4, U=5. This gives me **C4mp2014**.

Alternatively, instead of four numbers you can use the same combination of characters on every site, eg: **!"£\$**. This would give us **'C4mp!"£\$'**.

Graham Dodd

## Think twice before personally delivering eBay items

 In Letters, Issue 425, Norman Gale seems to advise delivering items sold on eBay in person. A couple of years ago I sold a tablet for my sister and as I happened to be passing close to the buyer's address, I delivered it myself. I later saw that I had received an email from eBay/PayPal advising me not to post the item as they had suspended the buyer's account and taken back the payment. This email was sent a couple of minutes before I delivered the item.



## Lock up phone scammers for longer

 I suppose I should be pleased that the Government is planning to lock up cyber-terrorists for life (News, Issue 426), but what about longer sentences for hackers who target individuals? A couple of months ago a man was given a pathetic suspended sentence for running one of those notorious phone scams, in which callers try to persuade you there's something wrong with your PC ([www.snipca.com/12521](http://www.snipca.com/12521)). I'm not saying he should've been sent down for life, but five years slopping out at Her Majesty's Pleasure would've been an appropriate



punishment (and in a proper prison, not one of the 'holiday camp' open prisons). We need a stronger deterrent for these conmen because, on a daily basis, they affect more people than a cyber-attack on national infrastructure.

Mary Leslie



I tried to claim my money from PayPal, but it seemed I had broken the rules by personally ensuring that the item was delivered, giving PayPal a get-out from their obligations, despite obtaining a signature to prove the buyer had received it. I ended up with no money and no tablet.

I've only used eBay since as a buyer. The plus side is that when the recent eBay security issues came to light, I wasn't affected because I'd already removed all my financial and personal information from the site.

Steven Harrison

### Sometimes it's right to remove Google search results

I read Frank Burgess's Star Letter ('Freedom of speech trumps idiotic right to be forgotten', Issue 425) with interest, but there are times when it is justified to remove entries on Google.

A few years ago my son went off to New Zealand. He arranged for a friend to stay in his flat while he was away and asked them to send his post on to us. Unfortunately, there was a mix up at the bank and all his direct debits were accidentally cancelled. He was assured that all payments had been restored. When his friend moved out, new tenants moved in. However, they failed to send on the mail. When they left, we found a recent letter saying my son had not paid the direct debit on an outstanding loan and was being taken to court. We rushed to the bank credit cards in hand, only to be told that, while we had power of attorney, we could not be told how much was owed or the total amount outstanding and therefore could not pay the loan and avoid court action.

Eventually, the very helpful and frustrated bank clerk came up with the solution. Head office would tell her the amounts involved and she would write down the totals so we could see it, but she would not "tell" us. If she had not helped my son, through no fault of his own, he would have had a judgement against him that he would not have been able to remove from Google. This would have had dire consequences for him.

Edith Rutherford

### Upgrading NHS to Windows XP would cost millions

I was very interested to read the letters from Douglas Fletcher and Michael Green in Issue 424 exhorting

## STAR LETTER

### Caught up in a zombie apocalypse

I think Stuart Andrews must live in my street, as his Final Straw column about 'smartphone zombies' (Issue 426) mirrors my daily experience.

I get up about 8am to get the morning paper, and have to dodge armies of schoolkids fixated on the tiny screen in front of their eyes. When I was a kid, a few decades back, we actually spoke to each other when walking to school, occasionally breaking off for a game of conkers. These days, kids just grunt at each other. And it's worrying how young they are. I've seen kids of six or seven ignoring parents, preferring their little electronic friend and the parents don't seem to mind. I think they just accept it as "the way things are now".

Anyway. After reading the paper, I often go shopping on my high street, which has now been colonised by the smartphone zombies. I sometimes try to take a peek at what could be so fascinating that they're prepared to risk walking into a lamppost or being run over. And it's mostly games. It seems that these zombies would rather lose

their real life than their virtual one.

People really are addicted to them. I've seen people on busy trains almost dislocate their shoulders trying to contort their body so they can continue to watch *Top Gear* on their phone. Yes, it's amazing that you can take these mini-TVs with you everywhere, but there has to be a time to press the off button.

What's alarming is that

these zombies have evolved.

Recently, I've seen a new species, called Tablet Zombies. Not satisfied walking around with phone screens, they totter along with an iPad or Galaxy Tab in front of them.

These are screens so big that the person's peripheral vision must be zero. Would they notice a car crash? A meteor blazing through

the atmosphere? Aliens zapping everyone on the street?

I know I sound like a moaning old fogey, but I actually love phones and tablets. I use mine every day. But I can survive for 20 minutes without them. I don't cease to exist just because I haven't updated my Facebook status today. I wonder if younger people realise that.

David Adams



### The Star Letter writer wins a Computeractive mug!



everyone – including the Government – to switch to Windows 8.

The NHS has hundreds of thousands of computers running Windows XP. On top of this, it's facing an ever-

increasing financial crisis thanks to the costs of care, which are escalating way



above the rate of inflation. If it has to upgrade all its computers, it will cost the taxpayer many millions of pounds that the NHS does not have. Are Messrs Fletcher and Green prepared to foot the bill? More likely, they'll ask for it to be funded by further pay cuts for NHS staff and then shout loudly when said staff do not provide the highly professional care that staff paid twice as much in the private sector might be expected to provide.

Perhaps, on the other hand, they think the NHS will switch to Linux. As a Linux user myself (at home), the very idea would make me laugh were it not so tragic.

Angshu Bhowmik



# Consumeractive

## Are the new Distance Selling Regulations retrospective?

**Q** I bought a pair of shoes online on 3 June, then informed the retailer I wanted to return them. They told me I was too late, but doesn't the law now give me 14 days to return items?  
Emily Weidmann

**A** Yes, the Distance Selling Regulations (DSRs) do now give you up to 14 days to inform the retailer you are rejecting goods (see Issue 426). But the law isn't retrospective, so doesn't apply to goods bought before the new law came into effect (13 June).

This means Emily had seven working days to tell the retailer of her intention to return the shoes, starting the day after she received them. Unfortunately, she's missed this deadline, so can only return them if she believes they are faulty.

Some retailers may be unaware that the law has changed. If a retailer claims you only have seven days, you should tell them otherwise, directing them to the Government's 'Implementing Guidance' paper on the new rules ([www.snipca.com/12497](http://www.snipca.com/12497)). You should quote the second paragraph on page four, under 'Cancellation rights'.

**CASE CLOSED**

## Who pays to return faulty goods?

**Q** I bought a Dell UltraSharp U2412M monitor on 24 March from Laptops Direct ([www.laptopsdirect.co.uk](http://www.laptopsdirect.co.uk)), but the screen kept going blank. I contacted them on 12 April and – although they disputed the monitor was broken – I was given a refund of the purchase price. However, they didn't refund me the original delivery cost (£29.99), and I was also told to pay to return the monitor. Under the Distance Selling Regulations (DSRs), as the monitor is 'not fit for purpose', am I entitled to a refund of all delivery costs?

Peter Cairns

**A** Peter is getting his consumer laws slightly confused, which hasn't helped with his claim for a refund for delivery. We'll explain why.

The DSRs don't deal with faulty products, only those you reject because you've decided you don't want them, for whatever reason. This right is given to you for items you've not been able to inspect before buying because you've ordered them online, by mail order, or from a catalogue. However, Peter can't use the DSRs to claim back the original delivery charges because he didn't tell Laptops Direct he was rejecting the



monitor in time. When Peter bought the laptop, this period of time was seven days. The law has recently changed, extending this period to 14 days.

Refunds for inherently faulty goods and the term 'not fit for purpose' fall under the Sale of Goods Act (SOGA). In theory, this law means Peter should receive a refund for all postage costs because it states that you shouldn't be 'out of pocket' as a result of buying a faulty product. However, despite refunding Peter the purchase price, Laptops Direct doesn't accept that the laptop is faulty. Consequently, Peter will have to prove that it is broken to get the full refund he wants.

We'll contact Laptops Direct on Peter's behalf, but don't hold out much hope of a refund unless it decides to do so as a goodwill gesture.

**CASE SOLVED**

## What are my rights with faulty Wi-Fi adapter in laptop?

**Q** I bought an Acer Aspire V5-573P laptop in early January from PC World. The laptop's Atheros AR5BWB222 wireless network adapter keeps losing its internet connection. I've not spoken to PC World about this yet, but would like to know my rights before I do.  
Geoff Smith

**A** We've told Geoff to get in touch with PC World immediately because, for a few more weeks, it's still the store's responsibility to find out what the fault is. This right is given to

consumers by the Sale and Supply of Goods to Consumers Regulations. This amendment to the Sale of Goods Act



(SOGA), made in 2003, gives you up to six months in which to reject inherently faulty goods without having to prove there's a problem. The onus is on the retailer to show that an item isn't faulty.

This doesn't mean you can't make a claim after this time. You've still got up to six years (five in Scotland) under SOGA in which to bring a claim. But it becomes more difficult because after six months it's up to you to prove there's an inherent fault and the problem hasn't been caused by damage or wear and tear.

**CASE CLOSED**





We stand up for your legal rights

✉ Contact us so we can investigate your case

Email: [consumeractive@computeractive.co.uk](mailto:consumeractive@computeractive.co.uk)

Write: Consumeractive, Computeractive, 30 Cleveland Street, London W1T 4JD

Please include both your phone number and address.

Unfortunately, we can't reply to all your letters.

## What can I do about laptop's ongoing repairs?

**Q** My friend has had nothing but trouble with his 19-month-old Toshiba C850-19Z laptop, which he bought from Argos. Under the warranty, he's returned it to Toshiba for repair four times and has now taken out an extended warranty. All Toshiba does is change the hard drive each time. What happens if it goes wrong again?

Roger Davies



**A** Roger's friend can continue to return the laptop for repairs under his extended warranty for the same faults. He can argue that the repairs carried out by Toshiba haven't been done with 'reasonable skill and

care' as demanded by the Sale of Goods Act (SOGA). But if he's fed up with the constant need for repairs, he should return the laptop to Argos. Four repairs within so short a period shows the laptop isn't 'fit for purpose' and under SOGA it's Argos's responsibility to pay a refund or

provide a new laptop.

We've also asked Roger to send us a copy of the extended warranty his friend bought. Depending on the terms and conditions, he may be entitled to a partial refund under the Supply of Extended Warranties on Domestic Electrical Goods Order.

**CASE ONGOING**

## Can I get a refund for a mobile data limit that didn't work?

**Q** I've got a contract with TalkTalk for a mobile phone my 10-year-old daughter uses. Last July I set a monthly data limit of £10. But in April she was able to run up a data bill of £147.34. TalkTalk said this was because it takes up to two days to set up the limits, which makes no sense. Can you shed some light?

David McGrogan



**A** No, we can't. It's a very strange explanation, especially because the data-usage cap had been working fine for over nine months. So we contacted TalkTalk, who agreed that the explanation given to David sounded odd and said they would investigate.

David told us he'd already unsuccessfully approached the Communications Ombudsman Services ([www.snipca.com/12495](http://www.snipca.com/12495)), the mediation organisation which TalkTalk belongs to. They told him that if the warning about taking two days

to set up a cap was in TalkTalk's terms and conditions then he's got to pay.

However, he approached this issue the wrong way around. He first needs a deadlock letter from TalkTalk explaining why a nine-month old cap failed and what it proposes to do about this. If he's not happy with TalkTalk's proposal, he should approach the ombudsman for a resolution.

As soon as TalkTalk lets us know what happened, we'll update you.

**CASE ONGOING**

### CASE UPDATES



#### Reader gets refund from Amazon Marketplace seller

We're happy to say that the complaint by

Thomas Eastwood against the Amazon Marketplace seller Zenatech Clearance ([www.snipca.com/12281](http://www.snipca.com/12281)) reported in Issue 425 has been successfully resolved.

In April, he returned a Panasonic DVD recorder to Zenatech five weeks after he bought it when it stopped working. He was told on 1 May that he would get a

replacement, but nothing happened, and the company stopped replying to his emails.

We took up his case, emailing the company to find out what was happening, and telling them they must refund Thomas the money it cost him to return the DVD recorder. They didn't get back to us, but a few days later they refunded Thomas the cost of the recorder and return delivery, so perhaps our little nudge worked.

Thomas was also annoyed that the recorder was refurbished, claiming it had

been sold as 'new'. Zenatech disputes this and said it made it clear the recorder wasn't new. But either way, your rights for second-hand goods, refurbished or not, are covered by the Sale of Goods Act, which means they must be as described, fit for purpose and of satisfactory quality. However, while you still have up to six years to claim (five in Scotland), the law may not uphold this because it states second-hand goods (even if refurbished) can't be expected to last as long as brand new ones.



# Protect Your Tech

Scams and threats to avoid, plus new security tools

## WATCH OUT FOR...

### Ransomware hosted on Dropbox files

#### What happened?

Hackers have started using phishing emails containing Dropbox links to install a new type of **ransomware** on PCs.

The subject matter of the emails concerns money that you're supposedly owed, such as tax returns. You're urged to reclaim the money by clicking a link to download a ZIP file, which is hosted on Dropbox. Doing so installs the ransomware CryptoWall, which locks files on your PC. It demands that you spend \$500 in Bitcoins to buy the CryptoWall Decryptor – a program that purportedly releases your files. The message threatens to double the ransom if you don't pay before a certain time (see screenshot above).



The attack, which was spotted by security researchers at the anti-phishing website PhishMe (<http://phishme.com>), is just one way hackers try to install CryptoWall onto PCs. Another tactic, identified by security firm Cisco, involves criminals placing malicious adverts on popular websites, including eBay, Facebook and *The Guardian*. The adverts look genuine, but clicking them redirects users to a malicious website that installs the ransomware on their PC, exploiting security flaws in out-of-date versions of Flash, Java and Silverlight **plug-ins** installed on the victim's browser.

#### What should I do?

The most effective defence against ransomware is to prevent disaster by regularly backing up your files. Criminals may unlock your files if you pay the ransom, but you don't want to be at their mercy. You should also keep an extra keen eye out for dodgy-looking emails containing links to Dropbox files.

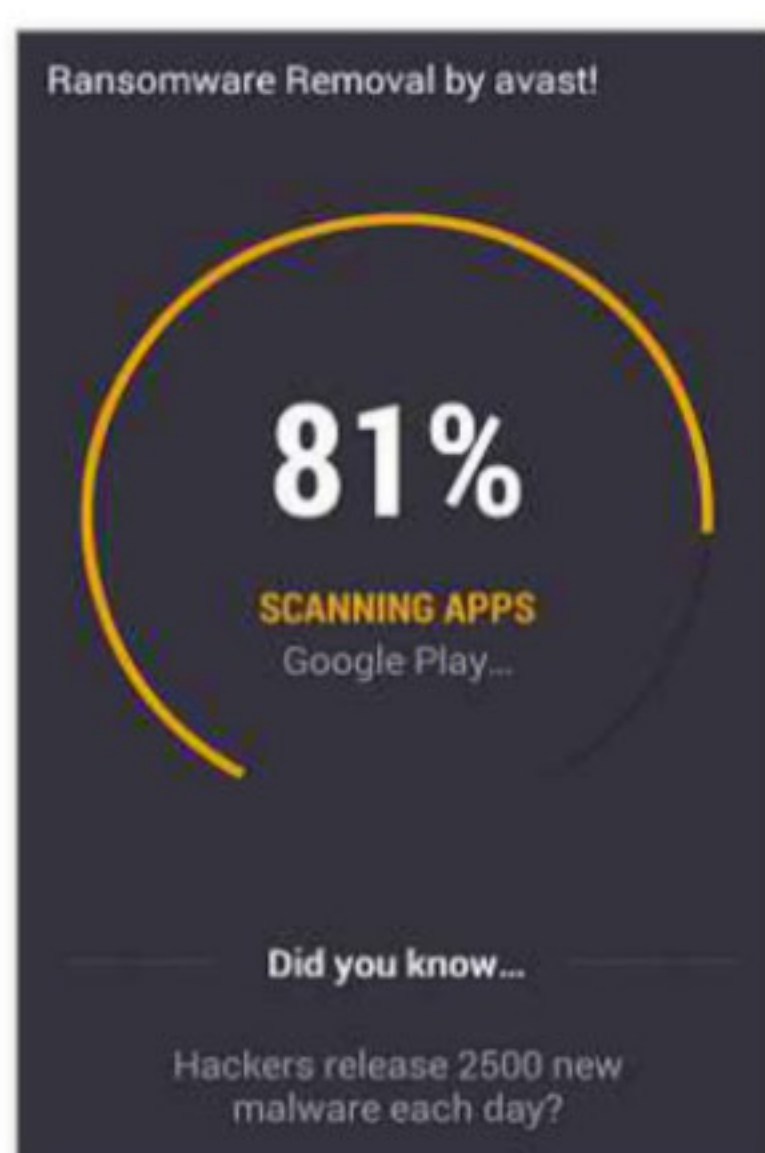
If you have them, make sure you use the most up-to-date versions of Flash (<http://get.adobe.com/flashplayer>), Java ([www.java.com/en](http://www.java.com/en)), and Silverlight ([www.microsoft.com/getsilverlight](http://www.microsoft.com/getsilverlight)). Alternatively, you could try browsing the web without them. On its blog ([www.snipca.com/12540](http://www.snipca.com/12540)) Cisco said that PCs without these plug-ins "remain relatively immune" from CryptoWall.

## New tools

Avast Ransomware Removal  
[www.snipca.com/12523](http://www.snipca.com/12523)

As the new CryptoWall threat shows (see above), 2014 is rapidly turning into the year of ransomware. Having locked thousands of PCs worldwide, hackers are now successfully targeting phones and tablets. In early June, security researchers detected the Simplocker ransomware for Android devices, which encrypts photos, videos, and documents stored on your SD card.

If you do get infected, you should try Avast's new Ransomware Removal app, which is free from the Google Play Store. It removes Simplocker and



decrypts the files, so you won't have to pay the hackers' ransom. Avast explains how it works at [www.snipca.com/12552](http://www.snipca.com/12552).

Simplocker is the first Android ransomware that actually locks your device. Previously we've only seen ransomware that *claims* to lock your device, but doesn't actually do so. One such is Koler.A, which

tries to scare you into paying a ransom by claiming you've been caught watching "banned pornography" (see Protect Your Tech, Issue 424).

## ScamWatch

READERS WARN READERS

### Targeted by 'AOL' email scam

Ninety-seven emails were waiting for me when I returned home after a week away with no access to Wi-Fi. One claimed to be from my ISP, AOL, saying I'd exceeded my storage limit. This made sense as some of the emails had large attachments. In my rush to get through them I almost clicked the link asking me to "re-validate" my mailbox. I read the email again and noticed the poor English. The sender also doesn't understand file sizes, saying that my 1GB "limit" was running at "99.8 gigabytes". I'm careful not to click dubious links, but this one nearly caught me out.

Tim Mills



Warn your fellow readers about scams at [letters@computeractive.co.uk](mailto:letters@computeractive.co.uk)





## Infinity 7850K

"A great little system for general duties, high definition media playback and casual gaming."  
*Zardon, KitGuru.net*

- AMD A10-7850K Quad Core APU
- **Windows 8.1**
- 8GB Kingston Hyper-X FURY 1600MHz
- 2TB SATA III 6Gb/s HDD
- Corsir 450W VS Series PSU
- PCS Alpha Trion Case
- 3 Year Standard Warranty

from  
**£499\***



## Vortex 750 Gaming PC

Game at the next level with the Vortex 750 Gaming PC. With 4th Gen Intel Core technology and AMD R9 Graphics, the Vortex 750 will breeze through any game.

- 4th Gen Intel® Core™ i5-4570 Processor
- **Windows 8.1**
- 8GB Kingston DDR3 1600MHz RAM
- 1TB SATA III Hard Drive
- 2GB AMD Radeon R9 270X
- Corsair 450W VW Series PSU
- 3 Year Standard Warranty

from  
**£749\***



## Vanquish DS Red

"If you want a quiet gaming system, look no further than the PC Specialist Vanquish DS Red".  
*Custom PC Magazine*

- 4th Gen Intel® Core™ i5-4670K Processor
- **Windows 8.1**
- 8GB Kingston Hyper-X 1600MHz RAM
- 120GB Kingston SSD
- 1TB Caviar Black Hard Drive
- 3GB AMD Radeon R9 280X
- 3 Year Standard Warranty

from  
**£999\***



## 10.1" Voyager 2-in-1

The 10.1" Voyager features the best of both worlds! Choose whether to dock the tablet into the Bluetooth keyboard, or take the Voyager away with you and use as a tablet!

- 10.1" LED Display (1920 x 1080)
- Intel® Dual Core™ N2806 Processor
- **Windows 8.1**
- 2GB DDR3L 1333MHz
- 32/64GB MSATA
- 10 Point Multi-touch
- Gyro Sensor
- 3 Year Standard Warranty

from  
**£269\***



## 15.6" Optimus V

Breeze through your daily work, enjoy playing the latest games, or watch the latest blu-ray movies on this dazzling 15.6 inch full HD screen.

- 15.6" LED Display (1920 x 1080)
- 4th Gen Intel® Core™ i5-4210MQ Processor
- **Windows 8.1**
- 8GB Kingston SODIMM 1600MHz RAM
- 120GB Kingston V300 SSD
- 2GB NVIDIA GeForce GTX 860M
- 3 Year Standard Warranty

from  
**£779\***



## Vortex 870

Designed for high end gaming, the 15.6" Vortex IV is an extremely powerful Haswell ready Intel™ Core™ based notebook PC. **FREE WATCH\_DOGS GAME\***

- 15.6" LED Display (1920x1080)
- 4th Gen Intel® Core™ i7-4710MQ Processor
- **Windows 8.1**
- 8GB Kingston SODIMM
- 120GB Kingston Hyper-X 3K SSD
- 6GB NVIDIA GeForce GTX 860M
- 3 Year Standard Warranty

from  
**£1139\***

\*While Stocks Last

**SAVE £15**  
on your order  
code: **CA297**

Unleash the gamer  
within you...



# Best Free Software

Brilliant new programs that won't cost you anything

PRIVATE PHOTO VIEWER

## WinTrezur

[www.snipca.com/12614](http://www.snipca.com/12614)

**What you need:** Windows XP, Vista, 7, 8 or 8.1

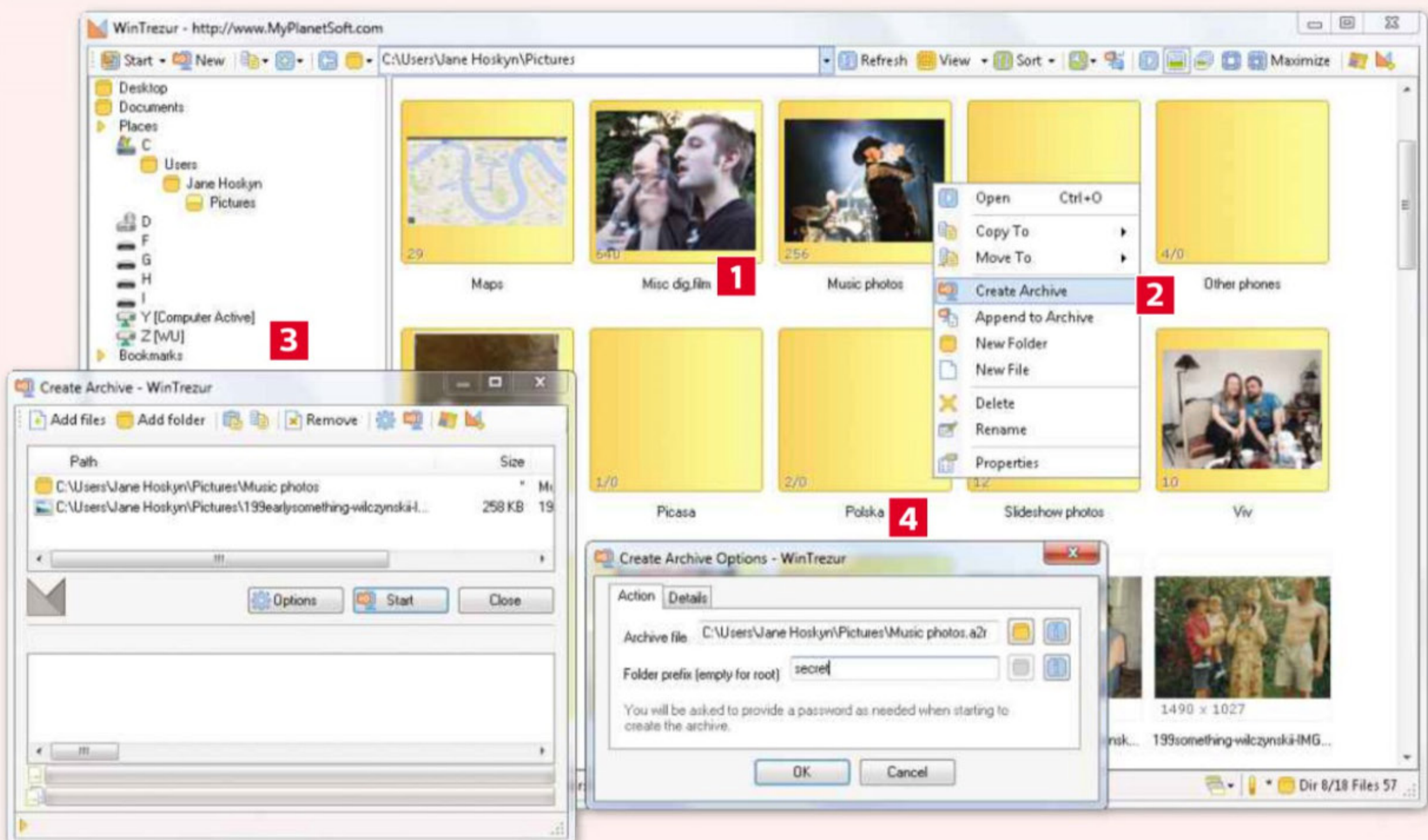
This new program lets you – and only you – see and organise your photos and videos. At first glance it's much like any other image viewer, with a canvas full of file and folder thumbnails and a folder-tree directory at the side. It supports most image formats and lets you view pictures in full-screen mode or as a slideshow. You can right-click to view **metadata**, rename files and so on.

In among all the expected right-click options, you'll see Create Archive – and here's where WinTrezur departs from other image viewers. This lets you create a hidden encrypted folder where you can store selected files in complete privacy. Your files aren't just hidden from hackers and other internet intruders, but from anyone else who uses the same PC. Your

family need never know that the folder is there.

You can see and open your hidden folder by entering a password. Alternatively, choose a photo anywhere on your computer to act as an "open sesame" button – a brilliant idea for those of us fed up with trying to concoct and remember secure passwords. Encryption options include WinTrezur's own A2R format and extra-secure **256bit AES**.

WinTrezur comes in portable ('WinTrezur.zip') and installed ('WinTrezur.msi') versions. When we ran the MSI setup file, it was 'interrupted' before we could complete installation, so we'd recommend going for the portable version. It has all the same features and can be run from a USB stick.



**1** WinTrezur automatically displays the folders and files in your Pictures folder. Double-click a folder thumbnail to view the files inside it.

**2** Right-click any folder or file and click Create Archive to start creating an encrypted archive (compressed folder) that only you can see or open.

**3** In the window that opens, click 'Add files' or 'Add folder' to include more photos, videos or folders in the archive. Click Start to move to the next step.

**4** Type a filename prefix for your archive. Click OK to choose a password and encryption level. For a full tutorial, go to [www.snipca.com/12617](http://www.snipca.com/12617).





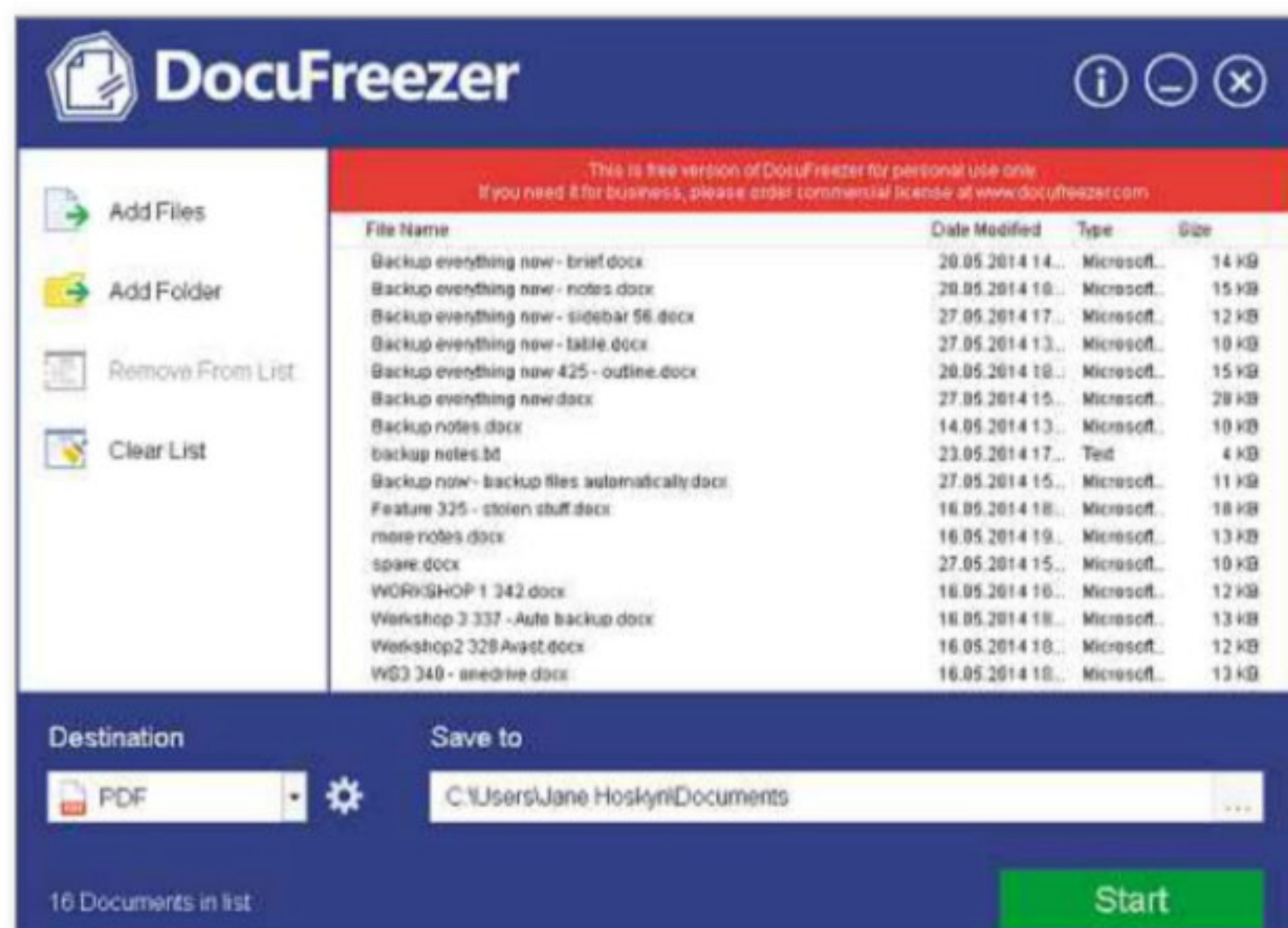
## DATA-RECOVERY SUITE

# 7-Data Recovery 3.0

[www.7datarecovery.com](http://www.7datarecovery.com)

**What you need:** Windows XP, Vista, 7, 8 or 8.1

Bring back your accidentally deleted files with this program that even recovers photos from formatted storage cards. Click an option in the main window to restore data deleted from hard drives, **partitions** or digital media storage. The latest version also lets you recover lost data from your tablet or phone via your PC. The program is easy to install, but it does keep nagging you to upgrade to the full version.



## DOCUMENT CONVERTER

# DocuFreezer

[www.docufreezer.com/download](http://www.docufreezer.com/download)

**What you need:** Windows XP, Vista, 7, 8 or 8.1

Convert your PDFs, Word documents and Excel spreadsheets to image files for sending to people who don't have Office software or PDF viewers on their PCs. DocuFreezer also lets you convert Word and Excel documents to PDF. It's quick and simple to use – just drag and drop your files onto the program window, choose a destination and export format, then click Start. It's a portable program, so there's no setup wizard. Just click 'Download free version of DocuFreezer now!' to download the EXE – but take a moment to hover your mouse over the hedgehog first.

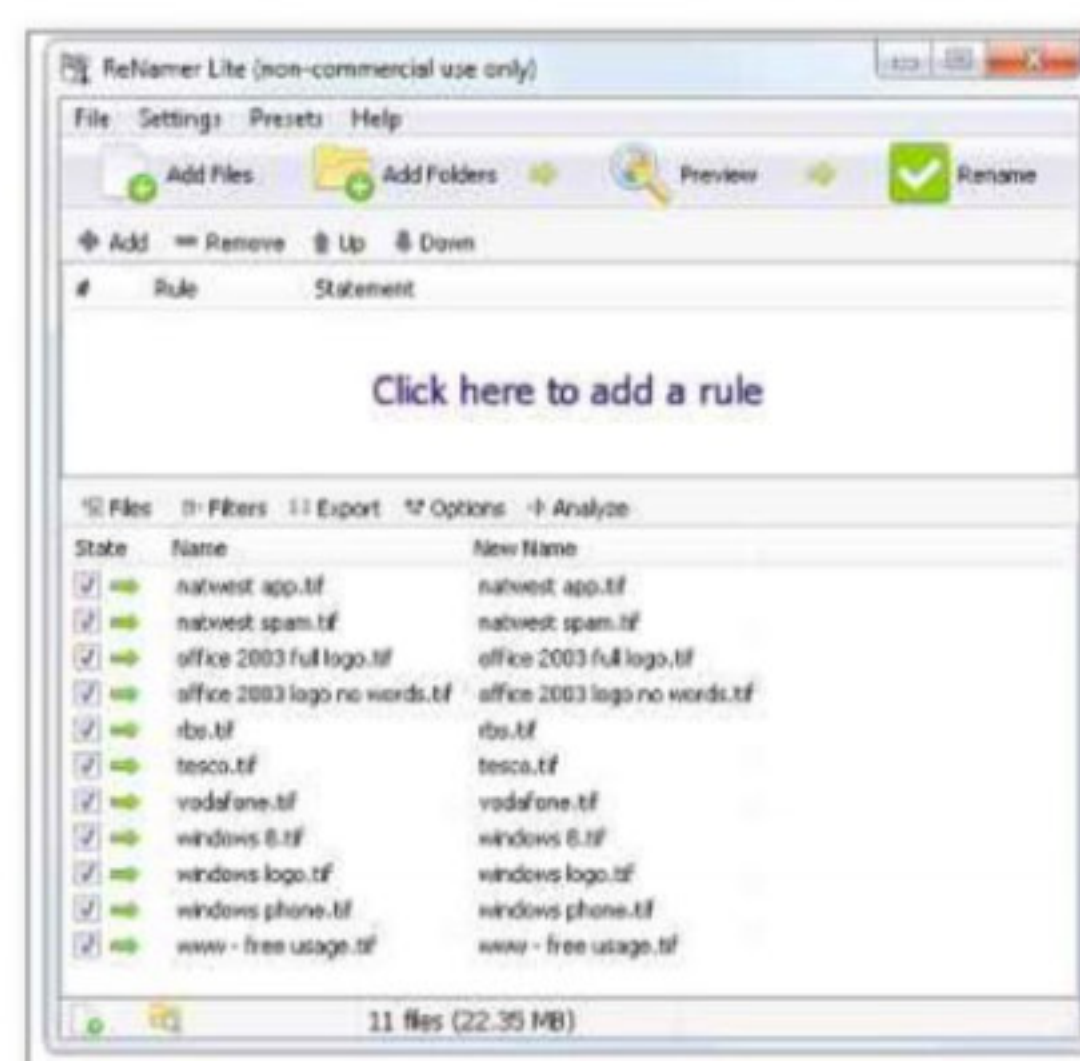
## FILE RENAMER

# ReNamer

[www.snipca.com/12615](http://www.snipca.com/12615)

**What you need:** Windows XP, Vista, 7, 8 or 8.1

Bring some order to the files and folders on your computer by renaming them in batches, according to sequences and rules that you decide. Open files from the program window or



drag them onto it, decide how they should be renamed and preview the results before going ahead and renaming the files.

On the download page, click the Portable button, download the ZIP and extract the program **EXE**, which you can run on any computer. There's no setup process to wade through, but there are a couple of annoying pop-up boxes: click Accept in the 'Terms of Use' box to confirm that you're using ReNamer for non-commercial reasons, then click Yes or No when asked if you want to open the Quick Guide (which you probably won't need).

## WHAT SHOULD I DOWNLOAD?

We tell you what software to use

## How do I get Conduit off my computer?


**Q** I downloaded Freemake Video Downloader after it was recommended in Issue 425, but it installed some **adware** called Conduit Search Protect on my PC. I have tried to delete and uninstall it but it keeps coming back. What software will remove this beast from my PC?

John Lindley

**A** Like a lot of free software, Freemake makes its money by letting other companies insert optional adware in its installer, and it's all too easy to miss one of the opt-out boxes during installation. Conduit is a particularly obnoxious example, and once it's on your PC it can't be removed with even the most

powerful software uninstallers (see page 54). Instead, use the portable adware-remover AdwCleaner ([www.snipca.com/12616](http://www.snipca.com/12616)). Download and run the EXE, click Scan, select a tab, click Clean and restart your PC. Repeat the process until all tabs (including your browsers and **Registry**) are clean.



 Do you need our advice on what software to use? Just email us at [letters@computeractive.co.uk](mailto:letters@computeractive.co.uk)



# Reviews

New products tested by our experts

**DESKTOP PC** | £699 from [www.snipca.com/12534](http://www.snipca.com/12534)

## Chillblast Fusion Slipstream Z97

An impressively fast, yet surprisingly quiet Windows 7 or 8.1 PC

Laptops are very convenient due to their compact size and portability, but if you need a powerful computer capable of more demanding tasks, like editing photos and video, then a desktop PC is still your best bet. A desktop will always trounce a similarly priced laptop for sheer performance.

At first glance the Chillblast Fusion Slipstream Z97 looks very plain, but closer inspection reveals a couple of visual flourishes – a pair of red lights shining through the front grill when the PC is on and the transparent side panel revealing what lies inside. Herein lies the Slipstream's real beauty.

### Performance

Chillblast has equipped the Slipstream with an Intel Core i5 4670K **processor**, which has been **overclocked** from its standard speed of 3.4GHz to 4.2GHz. Paired with 8GB of memory, it's easily the fastest desktop PC we've seen at this price and twice as fast as similarly priced laptops. It handles all but the most demanding programs with consummate ease.

3D graphics performance is also impressive, thanks to the 2GB Nvidia GeForce GTX 760 graphics card. It can play the latest games with detailed

graphics at high **resolutions**. Even if you're not crazy about games, the powerful graphics card still comes into its own because it can speed up programs such as Adobe Photoshop and CyberLink PowerDirector.

Starting up and waking from sleep are almost instantaneous thanks to the 120GB Samsung 840 EVO **SSD** (see our review of the 750GB version, Issue 423). Your programs and Windows OS are stored on the SSD, but you needn't worry about running out of space for your files – there's also a 1TB hard drive.

### Expansion

Despite its impressive speed, the Slipstream doesn't make a racket. It's so quiet, we had to press our ears up against it to hear the hum of its two cooling fans. If, at some point, you fit a faster graphics card then you may need more cooling capacity – thankfully there's space for two more fans at the top of the PC.

There's space inside the Slipstream for fitting a second graphics card if you want, but the boost to 3D performance is modest and it's tricky to set up. It's much easier to simply fit one powerful graphics card. A second graphics card would block one of the two **PCI** slots, ideal for devices such as **Wi-Fi adapters** and **TV tuners**. This may not seem such a disaster at first glance because there are also three PCI Express x1

slots that can do the same thing, but two of these are blocked by the graphics card already present, leaving just one available.

The Slipstream is the first PC we've seen to have **SATA Express** and **M.2** slots on its **motherboard** for connecting the next generation of super-fast, super-compact SSDs. However, as so few of these SSDs have yet to become available, they're of little use for now. What's more useful is the pair of empty drive bays for extra hard drives or conventional SSDs, and a bay for accommodating a second **optical drive**. Unlike many other PCs, there are enough **SATA** ports on the motherboard for connecting all these extra storage devices.

### Windows 8.1 Update 1

The Slipstream is sold without a keyboard, mouse or monitor. One great selling point is the option (at no extra cost) to choose either Windows 7 or 8.1





## FOR HOW MUCH LONGER WILL WINDOWS 7 PCs BE SOLD?

If you really can't stand Windows 8 then now is the time to buy a Windows 7 computer, especially if you're using a very old Windows XP computer that will need replacing soon. Due to Microsoft's rules, computer manufacturers will no longer be able to sell computers with Windows 7 Home Basic, Home Premium or Ultimate pre-installed from 31 October 2014.

A loophole exists for Windows 7 Professional – manufacturers will still be able to sell computers with this business-focused version pre-installed because Microsoft has yet to set an 'end of sale' date for it. However, if current prices are a guide, these computers won't be cheap so if you're on a budget then it's best to get a computer with Windows 7 Home Premium before the end of October.

when ordering. If you don't like Windows 8 then it's tempting to pick Windows 7, but the Slipstream is the first PC we've seen that comes with Windows 8.1 Update 1. This is slowly rolling out to current Windows 8.1 computers and is listed in Windows Update as update KB 2919355. Although a relatively minor revision to Windows 8.1, Update 1 does contain several new features and refinements that make Microsoft's touchscreen-focused operating system easier to use with a keyboard and mouse.

Apps that use the Modern tile interface can now be pinned to the taskbar. The taskbar itself now appears if you move your cursor to the bottom of the screen when you're using Modern apps. These changes make it easier to switch between Modern and Desktop apps using a mouse.

Modern apps now have a title bar with a menu for easily snapping windows to

the left- or right-hand side of the screen – a feature that previously could only be done with a touchscreen gesture or keyboard shortcut. Power and search buttons, previously hidden away in the **Charms bar**, are now prominent on the Start screen and therefore easier to find. It's also more straightforward to adjust the size of tiles on the Start screen (or remove them entirely) by simply right-clicking them (see screenshot below).

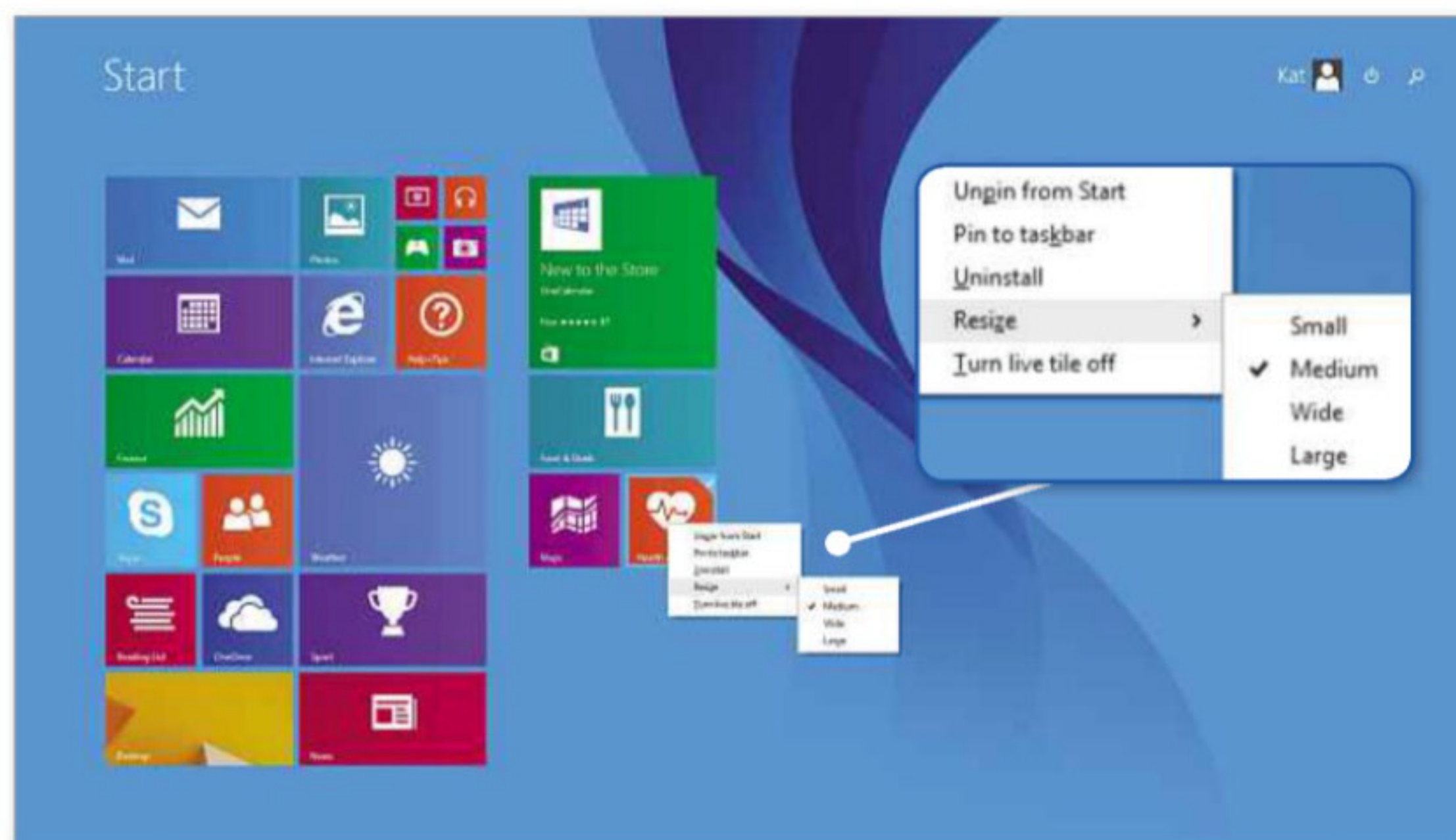
If you just want to avoid the Modern tile interface as much as possible, you can now set Windows to jump straight to the Desktop, instead of the Start screen, when you turn on or restart the Slipstream. Update 1 doesn't solve all Windows 8's usability problems, but it's a step in the right direction.

### Conclusion

We can't find fault with the Chillblast Fusion Slipstream. It's a fast, quiet PC with enough expansion options for most people and a choice of operating systems. If you want a powerful desktop computer that will last you for years to come, then this is a great-value choice.

### SPECIFICATIONS

4.2GHz Intel Core i5 4670K quad-core processor  
• 8GB memory • 120GB SSD • 1TB hard drive • 2GB Nvidia GeForce GTX 760 graphics chip • Windows 7 or 8.1 • 470x200x430mm (HxWxD) • Two-year warranty [www.snipca.com/12534](http://www.snipca.com/12534)



### HOW WE TEST

Computeractive is owned by Dennis Publishing, which owns a hi-tech facility for testing the latest technology. You'll often read references to our benchmark testing, which is a method of assessing products using the same criteria. For example, we test the speed of every PC and the battery life of every tablet in exactly the same way. This makes our reviews authoritative, rigorous and accurate.

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Every product that gets a four-star review is given the Great Pick award. We highly recommend these products, although they just fail to meet the high standard of our Buy It! winners.

### PRICES

Our reviews contain a link to the best price we found online at the time of press.

**VERDICT:** Blistering performance, yet no racket and with good upgrade potential – this is a cracking PC



**ALTERNATIVES:** Palicomp AMD Kaveri Evolution £500

Not as fast, but a complete, quality PC for £500 with plenty of upgrade potential





# Reviews

**MINI PC** | £479 from [www.snipca.com/12500](http://www.snipca.com/12500)

## Asus VivoPC VC60

A quiet and affordable mini PC

Asus is best known for its range of laptops and tablets, but the company also makes desktop computers such as the VivoPC. This Windows 8 mini PC is small enough to fit inside a child's lunch box and can be mounted to the back of VESA-compatible monitors to save even more space. The model we reviewed – the VC60 – comes in a black casing with an Intel Core i5 processor (the 2.5GHz 3210M). You can buy a cheaper version with a slower Celeron processor (£239 from [www.snipca.com/12498](http://www.snipca.com/12498)).

The i5 processor was made in 2012, but is still more than powerful enough to handle all but the most demanding of programs. However, one downside to its relatively old design is its integrated graphics chip, which isn't powerful enough to play the latest 3D games. Despite its speed, the VC60 is very quiet – so much so that we could actually hear the whirring of the 500GB hard drive.

The VC60 is one of the first desktop PCs we've seen to come with 802.11ac built-in. It also has plenty of ports, but these are all squeezed in at the rear, so

### SPECIFICATIONS

2.5GHz Intel Core i5 3210M dual-core processor • 4GB of memory • 500GB hard drive • Intel HD 4000 integrated graphics • Windows 8.1 • 56x190x190mm (HxWxD) • One-year warranty  
[www.snipca.com/12501](http://www.snipca.com/12501)

chunky cables or USB sticks would easily block an adjacent port. If only Asus had moved some USB ports and the SD card slot to the front – this would have freed up space round the back and made these commonly used connections far easier to access.

Unless you opt for wireless alternatives, you'll need to use a pair of USB ports for your keyboard and mouse. The included mouse is a little on the small side, but works well. The keyboard, however, is poor – the spongy keys don't give enough feedback and sometimes failed to recognise our key strokes.

The top of the VC60 slides off to give you access to the interior. Once you've removed a few screws and a protective cover, you can easily upgrade the hard drive with something larger or an SSD. It's more difficult to access the memory slots though – you have to get past several more screws and a plastic cover that's needlessly fiddly to remove. This is especially frustrating because the design of the overseas versions make them much easier to upgrade the memory. The current 4GB is enough for now, but you'll need to boost that at some point as programs become increasingly more memory-intensive.



Despite some careless design flaws, the Asus VivoPC VC60 is still a good mini PC. However, if you're not daunted by the prospect of assembling your own mini PC, then the Intel NUC D54250WYK is a good alternative (see our review, Issue 416). It's even more compact, you can customise it to suit your needs, it's straightforward to assemble and – when set up with similar specifications – isn't much more expensive than the VivoPC.

**VERDICT:** A small and fast PC, but upgrading isn't as easy as it should be



**ALTERNATIVE:** Intel NUC D54250WYK £262 A DIY mini PC that you assemble yourself by fitting your own memory, SSD and operating system



## WHAT SHOULD I BUY? We solve your buying dilemmas

### What's the best printer for thick paper?

**Q** I am looking for an A3 printer, which will take thick watercolour paper or card, so I can print my scanned drawings and colour them afterwards by hand. Which printer should I buy?

Nicholas Lloyd

**A** Thick watercolour paper and card has a high paper weight which is measured in grams per square metre (abbreviated as gsm or g/m<sup>2</sup>). The Canon Pixma Pro 100

(£376 from [www.snipca.com/12506](http://www.snipca.com/12506)) supports paper weights up to 350 gsm when feeding sheets one at a time. Many cheaper printers only support paper weights of around 105 gsm.

However, you may not be able to use your existing watercolour papers with this printer. It uses dye-based inks, while others use pigment-based inks. Some types of paper will work with both types of ink, others will only work with one.

There are watercolour papers designed specifically for printers that are made



from wood pulp and cotton, unlike traditional watercolour papers which are made purely out of cotton and/or linen. But these may not be suitable for your projects, so it's worth buying a small amount and trying them first before splashing out on the printer.



Do you need advice on what you should buy? Email us at [letters@computeractive.co.uk](mailto:letters@computeractive.co.uk)



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### CHILLBLAST PRESTIGE i5 4200SH 15.6"



Intel Core i5 4210M Processor  
15.6" (1920x1080 Resolution) IPS Display  
8GB DDR3 at 1600MHz System Memory  
500GB Hybrid SSD/HDD  
Slimline Notebook DVD-RW Drive  
802.11N Wireless  
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374 (W) x 252 (D) x 14-25 (H) mm  
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Windows 7 HP 64bit or Windows 8.1 64bit

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**5 YEAR WARRANTY**  
**WITH**  
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PC ADVISOR  
Rating: ★★★★★



### CHILLBLAST DEFIANT 2 MINI 13"

Intel Core i7 4710MQ Processor  
13.3" (1920x1080 Resolution) IPS Display  
8GB DDR3 at 1600MHz System Memory  
NVIDIA GeForce GTX 860M 2GB GDDR5  
1000GB Hybrid SSD/HDD  
802.11N Wireless  
2M HD video camera  
330 (W) x 227 (D) x 31.9 (H) mm  
2.1kg including battery  
Windows 7 HP 64bit or Windows 8.1 64bit

**£899** inc VAT



### FUSION SENTRY

Zalman Z3 PLUS case  
Intel Core i5 4570 "Haswell" Processor 3.2GHz  
Gigabyte B85M-HD3 Motherboard  
8GB PC3-10666 DDR3 Memory  
GeForce GTX 660 2GB Graphics Card  
1000GB SATA 7200rpm Hard Disk  
24x DVD-RW Drive  
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802.11N Wireless USB Adaptor  
Windows 7 HP 64bit or Windows 8.1 64bit  
Asus VS239HR or Iiyama X2377 23" Monitor  
Logitech Cordless Keyboard & Mouse

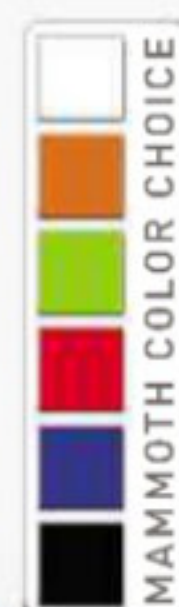
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### FUSION MAMMOTH

Bitfenix Prodigy Case in a choice of colours!  
Intel Core i5 4670K 3.4GHz Processor  
Gigabyte GA-Z87N Motherboard  
8GB PC3-12800 DDR3 Memory  
NVIDIA GeForce GTX 770 2GB Graphics Card  
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24x DVD-RW Drive  
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Onboard High Definition Audio  
Windows 8.1 64bit

**£1099** inc VAT



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\* Chillblast won more awards in the leading IT press publications PC Pro, PC Advisor and Computer Shopper combined than any other retailer 2010-2013

\*\* World's fastest PC as tested by PC Pro Magazine - <http://www.pcpro.co.uk/reviews/desktops/371152/chillblast-fusion-photo-oc-iv>



# Reviews

**SMART TV** | £420 from [www.snipca.com/12490](http://www.snipca.com/12490)

## Samsung UE32H6200

A small TV with big features

The 32in UE32H6200 is one of Samsung's cheapest and smallest smart TVs, but it still looks stylish, with ultra-thin borders edging the screen and an attractive metal-effect stand, which is actually plastic.

Samsung hasn't skimped on features either. Smart Hub (Samsung's smart-TV interface) appears at the bottom of the screen when you switch the set on, offering shortcuts to the apps and services you use most. The full-screen version of the interface has four pages. One page lists all the apps installed on the TV, another displays the latest movies available for streaming. The Multimedia screen lets you play media files from a USB stick, networked computer or **NAS** device, while the Games page contains simple games played using the remote control.

The page you'll probably use most is Apps, because this is where you'll find the BBC iPlayer, ITV Player, 4oD and Demand 5 catch-up services – only Samsung smart TVs have all four terrestrial

“Picture quality is very good for a smart TV at this price”

catch-up services. There are also apps for Netflix, Spotify, Facebook and Twitter, along with a basic web browser. Apps for Wuaki.TV – the movie-rental and download service from Play.com – and Amazon Instant Video are also present. Confusingly, the listings on the Movies page don't take into account which apps you've actually subscribed to. So even if you only have a Netflix subscription, you'll still see films listed that are only available on Wuaki.

Unlike some other budget smart TVs, these processor-intensive features don't slow the UE32H6200's interface down because the TV has a fast **quad-core**

### SPECIFICATIONS

32in LED TV • 1920x1080 pixel resolution • 4x HDMI • 3x USB2 • 1x component • 1x composite • 1x Ethernet • Freeview HD • 502x721x265mm • 6kg • One-year warranty [www.snipca.com/12491](http://www.snipca.com/12491)



**processor.** There are other handy hardware features rarely seen in a budget smart TV – a generous four **HDMI** ports, built-in Wi-Fi and the ability to record TV shows to a USB hard drive. You'll want a set of external speakers though – the built-in ones sound very weedy.

Picture quality is very good for a smart TV at this price – especially as we didn't have to tweak the settings too much to get good results. We were impressed with the level of detail in HD broadcasts, and even low-**bitrate** standard definition TV channels such as Dave looked pretty good. **1080p** Blu-ray footage looked great, though over-saturated colours gave a slightly unrealistic feel. Colour accuracy improved dramatically once we'd switched the image settings to Movie mode and turned down the brightness.

As well as the usual selection of brightness, contrast and sharpness settings, Samsung has included its Clear Motion image-smoothing technology, which effectively eliminates judder in fast-moving scenes (great for movies and sports). Disappointingly, dimly lit scenes in films often looked muddy or greyish and the settings aren't sophisticated enough to compensate for this.

Our main gripe with the UE32H6200 is

the inclusion of 3D support. We're not big fans of 3D, but if you do want it then the 3D effect is most immersive on really big screens that completely fill your field of vision – that's not the case with this 32in TV. If Samsung had left 3D support to its more expensive TVs, the UE32H6200 could have been even cheaper.

Nonetheless, the Samsung UE32H6200 is a great-value smart TV. Picture quality is very good, the interface is very responsive, there's a wide range of online video content and it has a stylish appearance. However, if you're not fussed about having all the TV catch-up services then there are even cheaper alternatives out there.

**VERDICT:** Plenty of features and great picture quality, but 3D support drives up the price

★★★★★

**ALTERNATIVE:** Panasonic Smart Viera LED TV TX-L32E6B  
£340 It doesn't have all the terrestrial TV catch-up services, but image quality is even better and it's cheaper





**CIRCUIT-BOARD PC** | £60 from [www.snipca.com/12485](http://www.snipca.com/12485)

# Intel Galileo

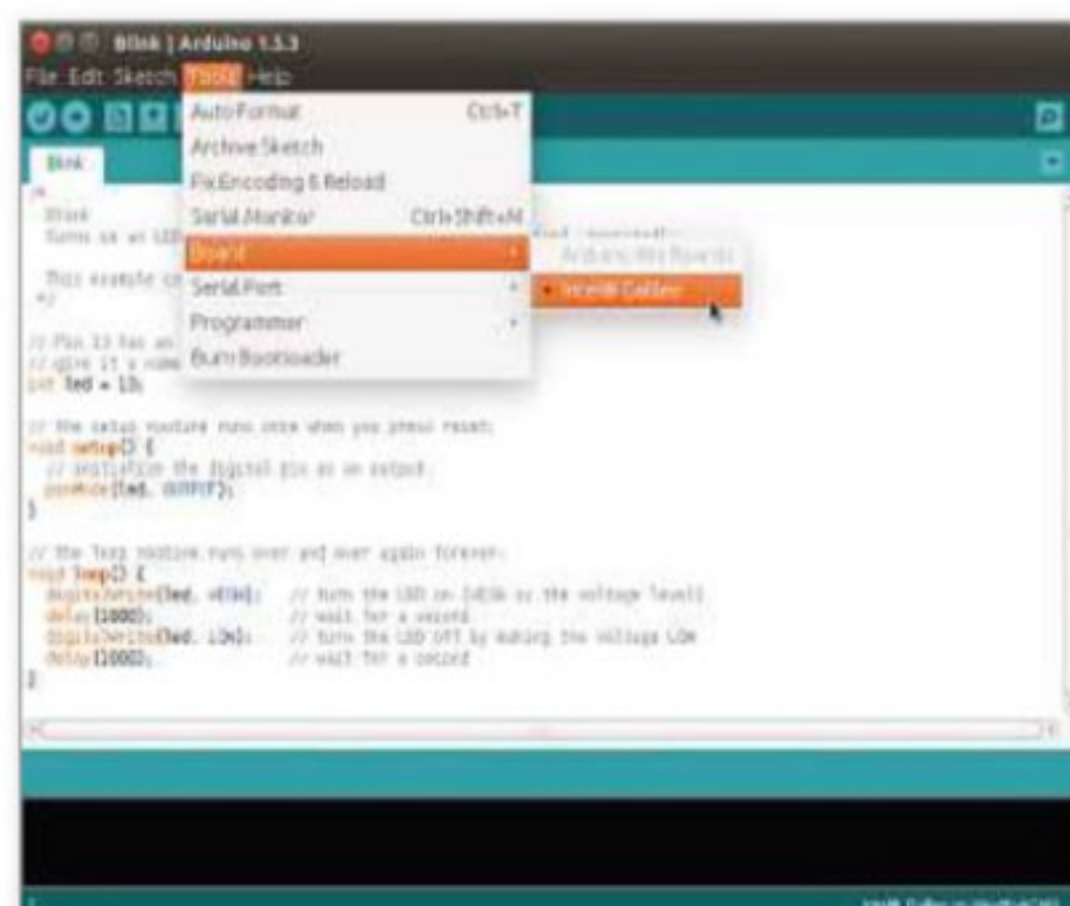
Intel's answer to the Raspberry Pi

The Intel Galileo is an entire Linux computer in a small circuit board and is aimed squarely at DIY electronics enthusiasts. It's similar to the Raspberry Pi (see our review, Issue 375) and the Arduino, a much older **open-source** computer launched back in 2005. Unlike the Pi, however, the Galileo is not intended as a general-purpose computer – for one thing it lacks ports for connecting a monitor, keyboard or mouse.

The Galileo is designed to be compatible with the Arduino, so if you already have experience of using Arduino you'll be up and running with the Galileo in no time. The Galileo works with the wide range of Arduino-compatible add-on boards (Shields), including motion-tracking sensors, moisture and gas sensors, locks and motor controllers. You won't need to add a Shield for a network connection though – Ethernet and a Wi-Fi card slot are built in which is rare for an Arduino-compatible system. Shields are controlled by programs called Sketches. You create a Sketch using a Galileo-specific version of the Arduino

## SPECIFICATIONS

400MHz Intel Quark X1000 processor • 256MB memory • 8MB storage • 1x USB2 • 10/100Mbps Ethernet • 1x mini PCI Express • Yocto Project Linux  
[www.snipca.com/12487](http://www.snipca.com/12487)



programming software, which works identically to the standard version.

What really sets the Galileo apart from other Arduino-compatible computers is its **processor**. Instead of using the ARM processor found in Arduinos (as well as the vast majority of smartphones and tablets), it uses Intel's new ultra-low-power Quark **32bit** processor instead. However, the Quark isn't a powerhouse. Its single core runs at only 400MHz. In our compression test, a 10MB file completed in 25.9 seconds, compared to 8.3 seconds on a Raspberry Pi, which uses a 700MHz ARM processor.

The Galileo may not have the fastest processor around, but it's capable of running far more complex software than other Arduinos, including its bundled



Yocto Project Linux operating system. This allows the Galileo to run software, such as a web **server** or a database, which would ordinarily require a separate PC.

Intel's Galileo is undoubtedly more flexible than a traditional Arduino, but it falls short of the Raspberry Pi in key areas. The performance of the Quark processor is significantly slower, it gets hotter (in excess of 60°C) and it can't be used as a general-purpose PC. It's still a good buy if you're already familiar with Arduino or if you want a specific Shield for your project, but otherwise you should consider the Raspberry Pi first.

**VERDICT:** A flexible design backed up by a great range of compatible add-ons, but let down by poor performance



**ALTERNATIVE:** Raspberry Pi  
£25 A small, fast and inexpensive computer ideal for all sorts of DIY electronics projects



**SOLID-STATE DRIVE** | £154 from [www.snipca.com/12509](http://www.snipca.com/12509)

# Crucial MX100 512GB

A superb value SSD

The Crucial MX100 is the company's latest **SSD** – hot on the heels of the excellent M550 (see our review, Issue 423). Its arrival was something of a surprise, as we weren't expecting another new SSD from Crucial quite so soon.

Surprisingly for a budget SSD, the

## SPECIFICATIONS

479GB formatted capacity • SATA 3 • 7.5mm thick • Three-year warranty [www.snipca.com/12509](http://www.snipca.com/12509)



MX100 excelled in our tests. It copied large files at 486MB/s, while small files transferred at 120.6MB/s, and was actually a little faster than the M550 when copying large files.

A free version of Acronis True Image HD 2014 is included. The only significant feature missing compared to the full paid-for version is the time-saving ability to back up only files which have changed since the previous backup.

Regardless of this, the software is still great for copying files from your old hard drive to the MX100 when you first install it.

At £154 (or 30p per gigabyte) the

512GB MX100 is astonishingly cheap for such a fast, large-capacity SSD. If you've been put off buying an SSD because of the cost, then now is finally the time to take the plunge.

**VERDICT:** Unless you need even more storage, this is the SSD to buy





NAS | £261 [www.snipca.com/12545](http://www.snipca.com/12545)

## Synology DiskStation DS414j

Loads of flexible network storage at a reasonable price



The Synology DiskStation DS414j is a **NAS** enclosure that can take up to four hard drives. As 6TB hard drives are now available, this means you could have as much as 24TB of storage. Despite this extra flexibility, it costs only a little more than many NAS enclosures that can only take two drives.

The four pull-out drive trays are hidden behind a removable panel at the rear. You'll need to unscrew the panel which is easily done. You can choose to fit just one or two drives at first and install the others later.

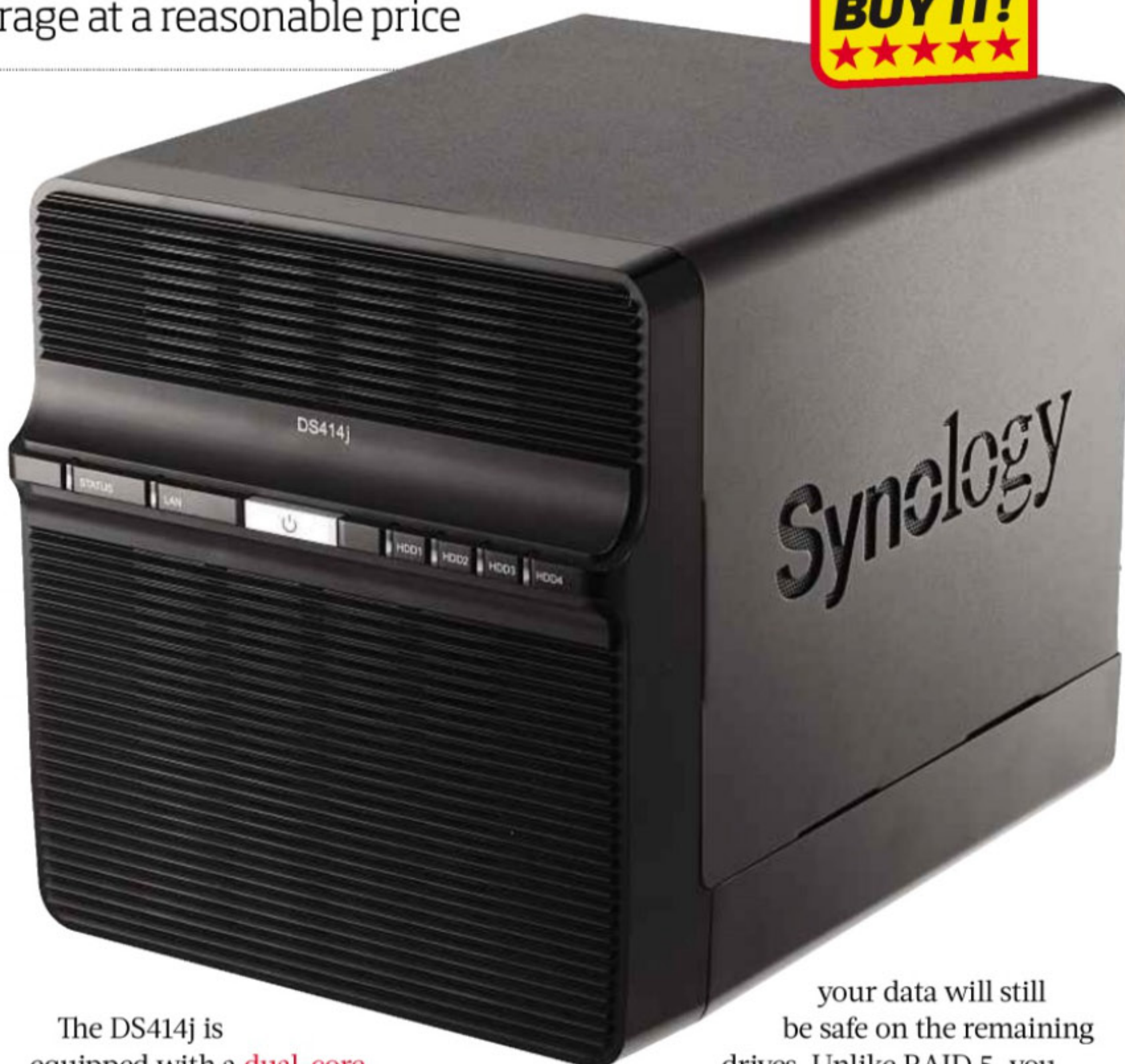
At the rear, next to the **Gigabit Ethernet** port, are **USB2** and **USB3** sockets for connecting external hard drives. You can use these to back up the files stored on your NAS, or share the files stored on the external drives with all your networked PCs. You can also share a USB printer.

Setting up the NAS is straightforward thanks to the web administration interface, which looks like a Mac or Linux Desktop with lots of colourful icons. You can search the settings by keyword, which is handy if you ever get lost. There are loads of extra features, including a security-camera server and a blog server. You can also stream media files to smart TVs.

Synology has made it easier to access files stored on your NAS remotely from

“You could have as much as 24TB of storage”

any internet-connected computer. The administration interface prompts you to register for a unique QuickConnect address during the initial setup process. This web address allows anyone who has it, along with the passwords that you set, access to the NAS from any web browser. It's much easier to set up and use than similar remote-access features on other NAS devices we've seen. However, your home broadband connection will need to have a fast **upload** speed otherwise accessing your files will be painfully slow.



The DS414j is equipped with a **dual-core** 1.2GHz Mindspeed Comcerto 2000 **processor** which is designed specifically for NAS devices. Generally speaking the more powerful your NAS's processor then the faster it will be, although not all NAS manufacturers disclose the processor model. We haven't reviewed a NAS that uses the Comcerto 2000 before, but we were certainly impressed by its results in our performance tests. It copied large files at an overall speed of 83MB/s, while small files were copied at an overall speed of 17MB/s. The large-files performance is particularly impressive.

We tested the DS414j using a set of four 4TB Western Digital Red hard drives, configured as Synology Hybrid **RAID** giving 12TB of storage. This is Synology's own special version of RAID. Like RAID 5, you lose the capacity of one drive, but if any single drive fails then

your data will still be safe on the remaining drives. Unlike RAID 5, you

don't have to use identical capacity drives with Synology Hybrid RAID. You can choose other RAID configurations or not to use RAID at all if you wish.

The DS414j is one of the cheapest four-drive NAS enclosures available. It's also fast, easy to set up and has plenty of extra features. For most people a two-drive NAS is more than good enough, but if you have demanding storage needs then the DS414j is a great choice.

**VERDICT:** This four-bay NAS is overkill for most, but if your household has huge amounts of data then it's a great buy



**ALTERNATIVE:** Synology DiskStation DS213J  
£160 A cheaper two-drive NAS that's easy to set up and has an almost identical set of extra features



### SPECIFICATIONS

Accepts 4x SATA 3 hard drives or SSDs • 1x Gigabit Ethernet port • 1x USB2 port • 1x USB3 port • UPnP media, iTunes, print, USB disk, web and FTP servers • 184x168x230mm (HxWxD) • One-year warranty [www.snipca.com/12546](http://www.snipca.com/12546)



**SMARTPHONE** | £351 without contract from [www.snipca.com/12536](http://www.snipca.com/12536)

## HTC One Mini 2

A mini phone that's dwarfed by the competition

In general, smartphones are now bigger than ever with screens as large as 5 or 5.5 inches. A bigger screen offers more space for browsing the web or watching video, but it also makes the phone more difficult to hold and use – especially if your hands are on the smaller side.

Some manufacturers now produce more compact 'mini' phones as an alternative. One such is HTC with its 4.5in One Mini 2 Android phone.

It's only half an inch smaller but this makes quite a difference. It's a lot easier to use one-handed than HTC's 5in One M8 and the Samsung Galaxy S5 (see our reviews, Issues 421 and 423 respectively). However, it's not perfect and still more awkward to use than the smaller iPhone 5s, the Sony Xperia Z1 Compact and the original One Mini (see our reviews, Issues 408, 419 and 406 respectively). It isn't helped by the large speakers above and below the screen (when held in portrait orientation), which are admittedly very clear and loud, and among the best we've ever heard on a phone.

The screen itself is bright with accurate colours. While its resolution of 1280x720 pixels is lower than the 1080p resolution of larger phones, the difference isn't noticeable. Text is still very sharp, so reading is easy on the eyes and images are detailed.

“It's small, but still more awkward to use than other smaller phones”

The One Mini 2 comes in an almost identical casing to the One M8. This is a real plus point because the sleek, smooth and glossy metal construction looks very stylish and feels very sturdy. The only difference, aside from the size, is that the

### SPECIFICATIONS

4.5in 1280x720-pixel touchscreen • 1.2GHz Qualcomm Snapdragon 400 quad-core processor • Adreno 305 graphics chip • 1GB memory • 16GB storage • 4G • nano SIM • Android 4.4 KitKat • 137g • 137x65x11mm (HxWxD) • One-year warranty [www.snipca.com/12537](http://www.snipca.com/12537)



the screen's edge is plastic rather than metal, but we didn't notice this in everyday use.

Performance was speedy thanks to the 1.2GHz quad-core processor, but the 3D graphics chip sometimes struggled when displaying highly detailed graphics. The touchscreen occasionally lagged behind our finger swipes, taking an extra second or two to recognise our prods.

HTC has dumped the unusual four-megapixel camera found in the M8, opting instead for a standard 13-megapixel camera, so it doesn't have the special photography tricks of the M8. We don't miss them though, as most of those features are

gimmicks. Whether in broad daylight or darker conditions, the camera generally produced sharp and detailed photos. It did sometimes misjudge the white balance, and noise was noticeable, even in sunny daytime shots.

Battery life was shorter than we expected. When used for web browsing, photography, making phone calls and Google Maps, the battery lasted just over 18 and a half hours on O2's 4G network, and 22 hours on 3G. Other phones can

last as long as 24 hours. Callers reported a loud and clear reception, with the phone blocking out the noise of a nearby building site.

The HTC One Mini 2 is by no means a bad smartphone and has a lot going for it, but it's not nearly as small as other 'mini' phones such as the Sony Xperia Z1 Compact and the iPhone 5s. These phones are not only more sensibly sized, but also have better cameras, longer battery life and various features that the Mini 2 doesn't offer. Unless you're especially taken with its metal build, we'd recommend one of those phones instead.

**VERDICT:** A good smartphone, but its small size doesn't make it easier to use than many rival devices that are smaller

★★★★☆

**ALTERNATIVE:** Sony Xperia Z1 Compact £320  
Smaller, yet with longer battery life, an even better camera and a waterproof design





**PRINTER** | £60 from [www.snipca.com/12510](http://www.snipca.com/12510)

## Epson Expression Home XP-412

A great quality, cloud-enabled printer and scanner

The Epson Expression Home XP-412 is a budget **MFP**, but it's not short of features. It has a 6.4in colour screen, memory-card reader and touch-sensitive buttons so you can easily print photos without using your PC. It also has built-in wireless networking that lets you print from smartphones and tablets, as well as from any internet-connected computer.

To facilitate printing from a web-enabled PC, the XP-412 supports Google Cloud Print and Epson's similar Connect service. The easiest way to set up these cloud-printing services is to use the printer's web-configuration interface. Unlike Google Cloud Print, Epson Connect can scan direct to the cloud. This means your scans can be automatically saved to online storage services such as Dropbox and Google Drive – useful when you need to keep backups of important documents.

The XP-412 produces distinctly average black-and-white print speeds of 8.6 pages per minute (ppm) at standard quality. Although close examination revealed uneven edges on curvy letters, the bold-looking text is still perfectly fine for formal correspondence. If speed is of the essence, then draft mode is almost twice as fast at 16.5ppm. The resulting text is pale and a little jagged, but entirely

“Costly to run, but at least you can see where the money's going”

legible, so it's worth using if high-quality print isn't absolutely necessary.

The printer uses four separate cyan, magenta, yellow and black ink cartridges, which is useful if you do a lot of colour printing as you won't have to change all your inks when you run out of one individual colour. The XP-412 is a little

### SPECIFICATIONS

5760x1440dpi maximum print resolution •  
4.5ppm colour/8.7ppm mono quoted speeds •  
1200x2400dpi maximum scan resolution • USB •  
Wi-Fi • One-year warranty [www.snipca.com/12511](http://www.snipca.com/12511)



expensive to run however, even if you use the largest available ink cartridges. A page of mixed black and colour printing costs 11.5p, while even a simple mono page will set you back 3p a go.

At least you can see where the money's going. Standard-quality colour prints on plain paper looked good. The small 8pt fonts used in our illustrated documents were a little fuzzy in places, but everything from 10pt upwards was sharp. The XP-412's colour print speed of 2.3ppm is on the slow side, but it's by no means the worst we've seen from a budget inkjet.

If you do a lot of photo printing, then you'll be glad to hear the XP-412 has the edge over other similarly priced MFPs. There's slightly too much emphasis on magenta tones and this makes the red elements within photos look a little oversaturated. However, the effect this has on the overall image is not necessarily detrimental, often giving it an added vibrancy. Some of our skin-tone test images looked unnaturally flushed, but we were particularly impressed with the printer's reproduction of low-contrast images and those with a lot of dark tones. It printed six 6x4in photos in 17 minutes 35 seconds, while a pair of 10x8in pictures took just over 10 minutes.

As well as being a good-quality photo printer, the XP-412 has an excellent scanner for its price. It did an excellent job of capturing images with low-contrast

tones, subtle shading and fine detail, while its 150dpi document scans were clearly legible. Unfortunately, scan speeds were a little slow, with a 300dpi A4 scan taking 35 seconds, as did a 600dpi photo scan. You'll need more patience for a 1200dpi photo scan, which took two minutes seven seconds. Copy speeds are similarly sluggish: 18 seconds for a mono sheet and 33 seconds for colour. Copy quality is very good however, providing clear and legible text, along with accurate colour and contrast when reproducing illustrations.

The XP-412 is a good MFP with great-quality scanning and photo printing. However, the Canon Pixma MG5550 edges ahead (see our review, Issue 410) because it's cheaper to run and faster overall.

**VERDICT:** This budget MFP is a little expensive to run and not very fast, but its useful cloud scanning and great scan and print quality means it's still good value

★★★★☆

**ALTERNATIVE:** Canon Pixma MG5550  
£69 A very similar MFP but a little faster and with lower running costs





**ROUTER** | £75 from [www.snipca.com/12572](http://www.snipca.com/12572)

# Trendnet TEW-812DRU

Don't judge a router by its looks

Looks can be deceptive. The Trendnet TEW-812DRU is a plain-looking router at best – at worst, its grey, boxy, chunky appearance is just ugly. However, it surprised us with speed and features that you'd expect from a much more expensive and better-looking router.

The TEW-812DRU is an **802.11ac** router, so on paper it has the fastest wireless networking speeds currently available. You'll need an 802.11ac-compatible device to get the fastest speeds, but the TEW-812DRU will work with older smartphones, laptops and other devices. Even if you don't have an 802.11ac-compatible device at the moment, you can buy the TEW-812DRU so that your Wi-Fi network is ready for when you do get one.

The TEW-812DRU is a **dual-band** router, with the faster 802.11ac standard available on the less congested **5GHz** band and older standards, such as **802.11n**, supported on the 2.4GHz band. Surprisingly, given its bargain price, the TEW-812DRU has four Gigabit Ethernet ports for the fastest possible access to a wired device such as a **NAS** or PC. There's also a USB port, so you can use a USB stick to share videos and files with all the devices on your network.

Setting up the TEW-812DRU proved as simple as plugging an Ethernet cable

“The Trendnet TEW-812DRU is excellent, inexpensive and fast”

from our **ADSL** modem into the dedicated Ethernet port at the back of the router. There's an internet connection wizard in the TEW-812DRU's web administration interface, but we didn't have to use it; the router automatically recognised our connection. Bear in mind that you will need a modem for whatever type of broadband connection you have,

## SPECIFICATIONS

Dual band • 802.11ac/n/a/b/g • 4x Gigabit Ethernet ports • 1x USB2 port • 155x180x48 (WxHxD) • 395g • One-year warranty [www.snipca.com/12586](http://www.snipca.com/12586)

such as cable or fibre optic, as the router doesn't have one built in.

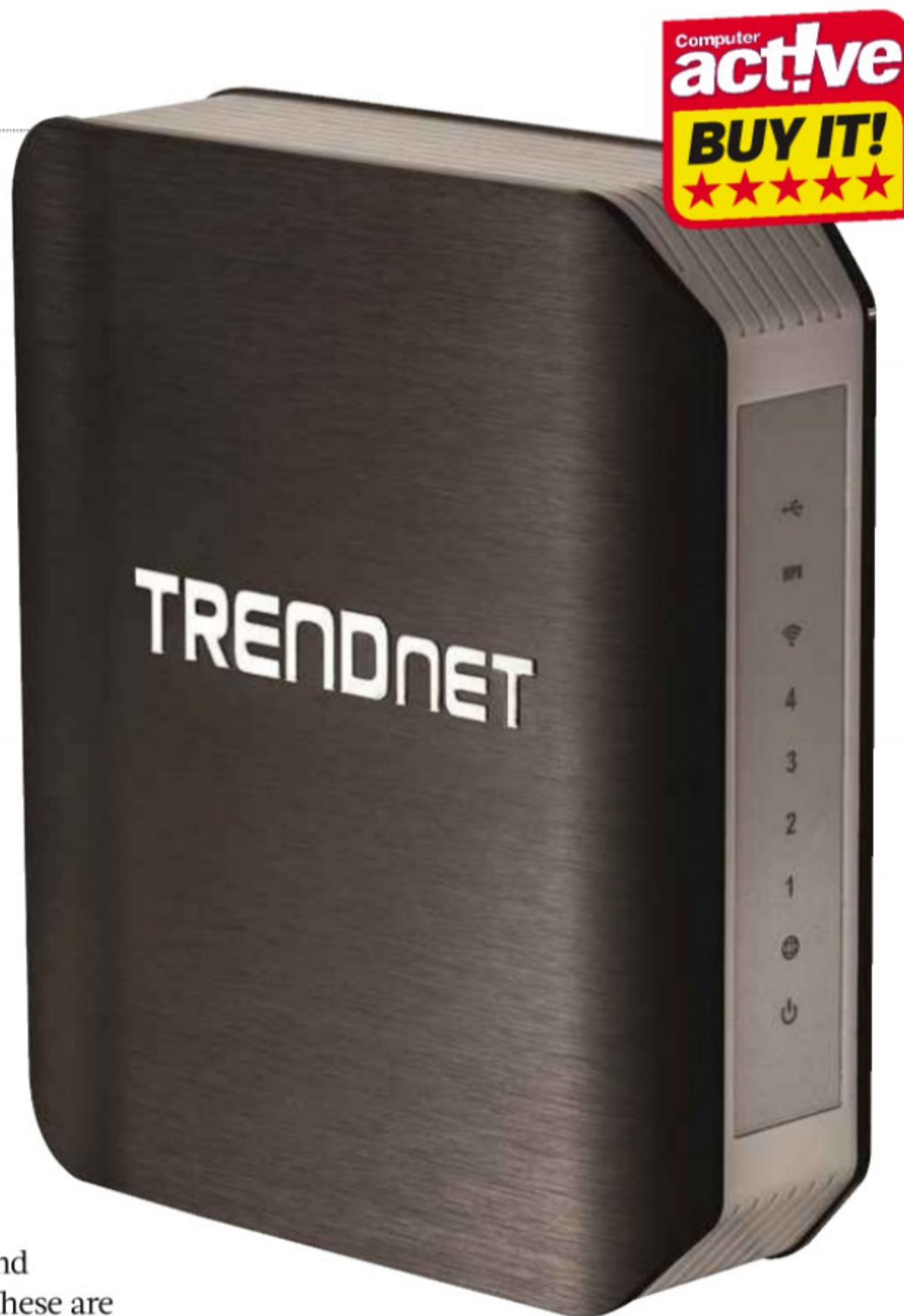
Our method for testing routers' Wi-Fi performance is to connect our test PC to them via Ethernet and then copy data to and from it with our test laptop. We use our laptop's built-in 802.11n Wi-Fi adapter in the first round of tests and the manufacturers' own adapter in the second.

When we connected to the TEW-812DRU with our laptop's built-in Wi-Fi adapter on the 2.4GHz band, the router produced transfer speeds of 81.3Mbps at one metre, 60.1Mbps at 10 metres and 16.8Mbps at 25 metres. These are excellent results, especially as the 2.4GHz band is typically very congested and therefore slow.

When we connected our laptop to the TEW-812DRU on the 5GHz band, we experienced transfer speeds of 158.5Mbps at one metre, 133Mbps at 10 metres and 37Mbps at 25 metres. These are tremendously fast speeds, and we've only seen better when using much more expensive routers. These scores are all the more impressive because the devices are communicating via the 802.11n standard.

To test the TEW-812DRU's 802.11ac performance we used Trendnet's TEW-805-UB USB Wi-Fi adapter (£22 from [www.snipca.com/12571](http://www.snipca.com/12571)) with our laptop. This achieved astonishing speeds of 372.8Mbps at one and 10 metres, and a whopping 209.7Mbps at 25 metres. These are the fastest 802.11ac speeds we've seen, which is all the more surprising for a router at this price. It was more than fast enough for smoothly streaming **1080p** video from a NAS device.

Should you want to delve deeper into



the TEW-812DRU's many options, you'll be pleased to see that its web interface is sensibly laid out. You can change the security settings and passwords for Wi-Fi networks on the 2.4GHz and 5GHz bands separately, and there's onscreen help for novice users.

The Trendnet TEW-812DRU is excellent – it's inexpensive, yet far faster than many more expensive 802.11ac models. It's superb value and our new favourite router.

**VERDICT:** A plain-looking, but incredibly fast 802.11ac router that's also easy to set up

★★★★★

**ALTERNATIVE:** Linksys WRT1900AC  
£220 Not quite as fast and more expensive, but easy to set up and has useful features too





# Reviews

**ROUTER** | £78 from [www.snipca.com/12604](http://www.snipca.com/12604)

## Netgear R6100

A good-looking router that falls down where it really counts

The Netgear 6100 is an attractive **dual-band** router that uses the latest **802.11ac** Wi-Fi standard. However, this budget router isn't as fast as other 802.11ac routers, even on paper. It has a theoretical top speed of 867Mbps, rather than the 1.3Gbps of most of the competition. This is to keep the price low – at less than £80, the 6100 is one of the cheapest 802.11ac routers we've seen.

These speeds are all theoretical so it's highly unlikely you'll see such fantastic performance in your home. Nonetheless, we have seen 802.11ac routers produce transfer speeds as high as 280Mbps which is almost three times as fast as some of the best **802.11n** routers.

Our standard performance test involves copying data from a PC connected to one of the router's Ethernet port to our test laptop. When we connected to the R6100 on the 2.4GHz band we achieved a transfer speed of 72Mbps at one metre, 25.7Mbps at 10 metres and 7.6Mbps at 25 metres. The first result is good, but the latter two are disappointingly slow. We saw the fastest results when using the less

### SPECIFICATIONS

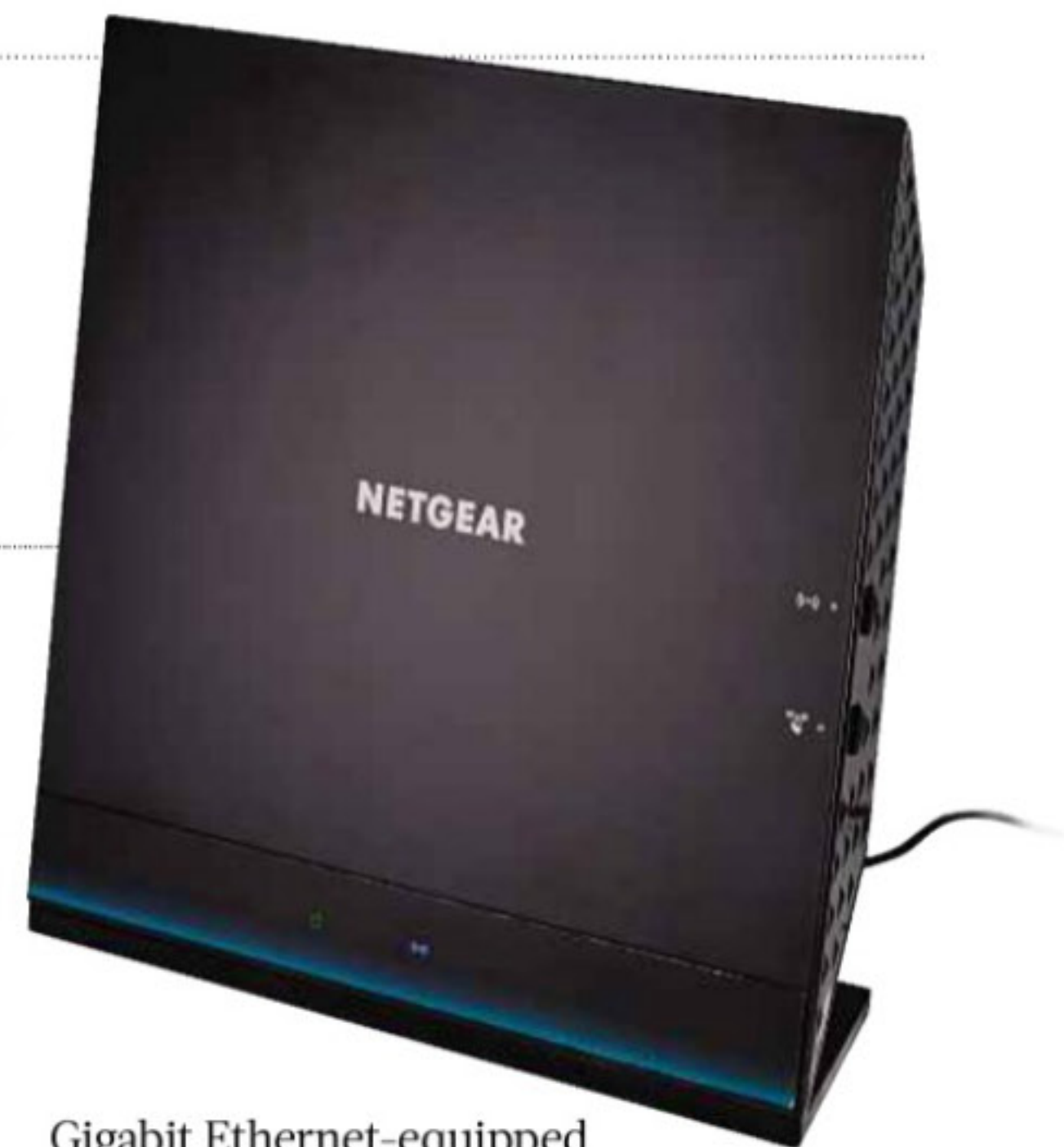
Dual band • 802.11ac/n/a/b/g • 4x 10/100Mbps Ethernet ports • 1x USB2 port • 180x170x60mm (WxHxD) • 322g • One-year warranty [www.snipca.com/12605](http://www.snipca.com/12605)

congested 5GHz band. We achieved transfer speeds of 93Mbps at one and 10 metres, and 90Mbps at 25 metres. Although better, this still lags far behind other 802.11ac routers.

Even if you don't have an 802.11ac-compatible device, you'll still be able to use older smartphones, tablets and laptops with the R6100. The router doesn't have a modem built-in, though, so you'll need to connect your existing broadband router to one of the Ethernet ports.

As is common with Netgear routers, the R6100 is simple to set up with a clear instruction manual in the box and even more helpful information in the R6100's web administration interface. Once the router's set up, changing any settings is easy thanks to the clearly laid out web interface and the handy Netgear Genie app, which is available for iOS and Android devices (free from [www.snipca.com/12563](http://www.snipca.com/12563) and [www.snipca.com/12564](http://www.snipca.com/12564) respectively).

Once it's set up, you can connect to the R6100 via Wi-Fi or an Ethernet cable. The R6100 has four Ethernet ports, but we were deeply disappointed to see that they're not **Gigabit Ethernet**. Wired devices will only be able to reach a maximum speed 93.2Mbps which is limiting because



Gigabit Ethernet-equipped computers can easily exceed this.

The Netgear R6100 is easy to set up and use, but we're not happy with its lacklustre performance, both wireless and over Ethernet. We much prefer the Trendnet TEW-812DRU (see our review, page 27), which has Gigabit Ethernet ports and higher transfer speeds. Its web interface isn't as pretty or as easy to use, but we think that's a price worth paying for a far superior performance.

**VERDICT:** Easy to set up and use, but its performance is worse than rival routers

★★★★☆

### ALTERNATIVE:

Trendnet TEW-812DRU  
£75 It may not be pretty, but it is exceptionally fast and has Gigabit Ethernet ports



**SOLID-STATE DRIVE** | £149 from [www.snipca.com/12573](http://www.snipca.com/12573)

## Intel SSD 730 Series 240GB

A fast but overpriced SSD

**SSDs** are getting larger and cheaper, but someone forgot to tell Intel. The processor giant's latest range of SSDs, the 730 Series, only comes in 240GB and 480GB models – rival SSDs come in sizes as large as 750GB and 1TB. The 240GB model isn't cheap either at £149, or 62p per gigabyte,

### SPECIFICATIONS

224GB formatted capacity • SATA 3 • 7.5mm thick • Five-year warranty [www.snipca.com/12574](http://www.snipca.com/12574)

which is almost the same price as 512GB SSDs from other manufacturers.

The 240GB 730 copied large files at 366MB/s and small files at 117.3MB/s. The small-files speed is quick, but the large-files performance lags behind other SSDs which can be as much as 100MB/s faster. Like most other SSDs, the 730 series has a **SATA3** connector and will fit most laptops, apart from very thin ultra portable models and those that use **mSATA**.



The Intel 730 Series 240GB SSD is by no means bad, it's heavily overpriced – you can get the 512GB Crucial MX100 SSD for only £10 more (see our review, page 23). It not only has twice the capacity, but is faster too. It's far better value.

**VERDICT:** Bigger, faster SSDs are available for only slightly more cash

★★★★☆



**BLU-RAY PLAYER** | £70 from [www.snipca.com/12547](http://www.snipca.com/12547)

## Panasonic DMP-BDT160EB

A cheap Blu-ray player with built-in Netflix and iPlayer

All but the most basic of Blu-ray players now come with access to online video services built in.

Although this might seem superfluous at first glance, it means

you can add smart-TV features to a standard TV set because you can enjoy Blu-ray and online video from a single box. This means you won't have to splash out on a smart TV.

The Panasonic DMP-BDT160EB comes with apps for Netflix, BBC iPlayer, YouTube, Facebook and Twitter. The remote control even finds room for a dedicated Netflix button. There are no apps for the other terrestrial TV catch-up services, however, which is disappointing (Blu-ray players from Samsung, by comparison, offer all of them).

“It lacks a number of TV catch-up apps and built-in Wi-Fi”

More bizarrely, the DMP-BDT160EB doesn't have built-in Wi-Fi. You could buy Panasonic's own Wi-Fi adapter (£50 from [www.snipca.com/12553](http://www.snipca.com/12553)) to connect it to your wireless network. However, this is quite a lot to pay on top considering you can buy the DMP-BDT260EB (an identical Blu-ray player except that it does have built-in Wi-Fi) for only £30 more. The DMP-BDT160EB does have a wired Ethernet port which you can use instead.

The top panel of the player is not too sturdy, so you shouldn't rest your TV set or other heavy equipment on it. Doing so would probably also prevent access to the four control buttons on top of the player. These let you play, stop and eject discs, and switch on the player should you lose



the remote control.

There's a single USB port at the front for playing media files direct from a USB stick or external hard drive. Alternatively, you can stream files from a NAS. Either way, we had no trouble playing a wide variety of video and music file formats. Picture quality, whether playing Blu-rays or high-definition video files, is crisp and detailed. Usefully, there's an option to enhance quietly spoken dialogue without having to crank up the volume, making it more convenient to watch films when others have turned in for the night.

We're not huge fans of Panasonic's interface. The home menu consists of five main panels (Setup, Network, Photos, Music and Videos), which – unhelpfully – are controlled by the main direction buttons on the remote. Pressing down, for example, will play a video, while pressing up will take you to the Network menu. This can make navigating the menus a frustrating experience if you accidentally press the wrong button. It's also a shame the Videos panel isn't more prominent.

The Panasonic DMP-BDT160EB isn't a bad Blu-ray player, but the similarly priced Samsung BD-F6500 has a wider selection of apps and integrated Wi-Fi, making it better value.

**VERDICT:** A low price and good picture quality, but there are better alternatives



**ALTERNATIVE:** Samsung BD-F6500  
£70 A sluggish interface, but it has apps for all the terrestrial TV catch-up services and a good picture



### SPECIFICATIONS

1x HDMI • 1x USB2 • 1x Ethernet • 43x312x180mm (HxWxD) • 1kg • One-year warranty  
[www.snipca.com/12548](http://www.snipca.com/12548)

## COMING SOON



### SUMMER 2014

A new leaked image purports to show the Nexus 9, the 9in successor to the Nexus 7. Allegedly made by HTC instead of Nexus 7 maker Asus, the tablet is rumoured to have an Nvidia Tegra processor.



Image credit: Android Police

### SUMMER 2014

The Motorola Moto 360, one of the first smartwatches to use Google's Android Wear operating system, has been announced. Due out this summer, the 360 will apparently support wireless charging.



### SEPTEMBER 2014

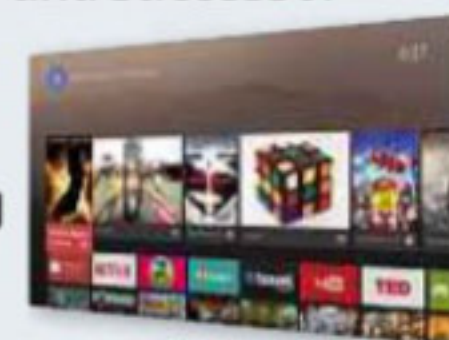
Rumours say the iPhone 6 will come in two sizes – 4.7in and 5.5in – with the smaller model released first. The screens will reportedly have a 1704x960-pixel resolution.



Image credit: Martin Hajek

### AUTUMN 2014

Google's Android TV, a set-top box for watching online video and successor to the defunct Google TV boxes, has been announced but pricing hasn't been set.



## NEXT ISSUE

ON SALE  
23 July



**Samsung Chromebook 2**  
Samsung's £330 1080p laptop



**LG G3**  
LG's massive Android phablet

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## LAPTOP

**Apple MacBook**  
Air 13in Mid-2013 128GB  
£849 from [www.snipca.com/10020](http://www.snipca.com/10020)  
Tested: Issue 402



Apple's latest MacBook Air isn't cheap, but it's the best lightweight laptop available. It has excellent battery life, a comfortable keyboard, a sensibly sized screen, a sturdy and classy build and great bundled software.

**ALTERNATIVE:** HP Chromebook 11 A cheap Chrome OS ultra-portable laptop with a good keyboard and bright screen. £189 from [www.snipca.com/12337](http://www.snipca.com/12337)

## DESKTOP PC

**Palicomp AMD Kaveri**  
Evolution  
£500 from [www.snipca.com/11804](http://www.snipca.com/11804)  
Tested: Issue 422



A budget PC with a fast overclocked processor. It also has good upgrade potential and comes with a surprisingly good 24in monitor, as well as a quality USB keyboard and mouse.

**ALTERNATIVE:** Braebo Hemera A cheap complete PC system that's powerful enough for basic tasks. £350 from [www.snipca.com/12606](http://www.snipca.com/12606)

## TABLET

**Asus Nexus 7**  
£199 from [www.snipca.com/9993](http://www.snipca.com/9993)  
Tested: Issue 407



An excellent budget 7in Android tablet with a high-resolution screen and good battery life. It's not quite as cheap as the original Nexus 7 and Android still needs more high-quality tablet apps, but it's still a fantastic bargain.

**ALTERNATIVE:** Apple iPad Air A lightweight 10in tablet with an excellent screen and peerless selection of apps. £399 from [www.snipca.com/10545](http://www.snipca.com/10545)

## PHONE

**Motorola Moto G**  
£150 without contract from [www.snipca.com/12031](http://www.snipca.com/12031)  
Tested: Issue 413



Motorola's budget Android smartphone is a steal. It's responsive, well made, fast and has a good screen. It's better than many phones at twice the price.

**ALTERNATIVE:** Apple iPhone 5s An excellent smartphone with a fingerprint scanner, a great-quality camera and very fast performance. £549 without a contract from [www.snipca.com/10171](http://www.snipca.com/10171)

## DIGITAL CAMERA

**Panasonic Lumix DMC-GF6**  
£300 from [www.snipca.com/12607](http://www.snipca.com/12607)  
Tested: Issue 405



This compact interchangeable lens camera is small and reasonably priced, yet it has well-designed controls, a wide range of available lenses and shoots excellent quality photos. The GF6 really is unbeatable value.

**ALTERNATIVE:** Fujifilm XF1 If you don't need the flexibility of removable lenses, this slim compact is a great choice. £130 from [www.snipca.com/11115](http://www.snipca.com/11115)

## E-READER

**Kobo Aura**  
£119 from [www.snipca.com/12147](http://www.snipca.com/12147)  
Tested: Issue 410



A great e-reader with an easy-to-read lit touchscreen that can be tweaked extensively through its settings. There's no 3G version for downloading books on the go, but, unlike the Amazon Kindle, you can buy ebooks from independent retailers that use the ePub format.

**ALTERNATIVE:** Amazon Kindle Paperwhite (2013) An e-reader with a brilliant screen and some useful features. £109 from [www.snipca.com/10532](http://www.snipca.com/10532)



## SECURITY SOFTWARE

**Kaspersky**  
Internet Security 2014  
£25 from [www.snipca.com/12054](http://www.snipca.com/12054)  
Tested: Issue 425

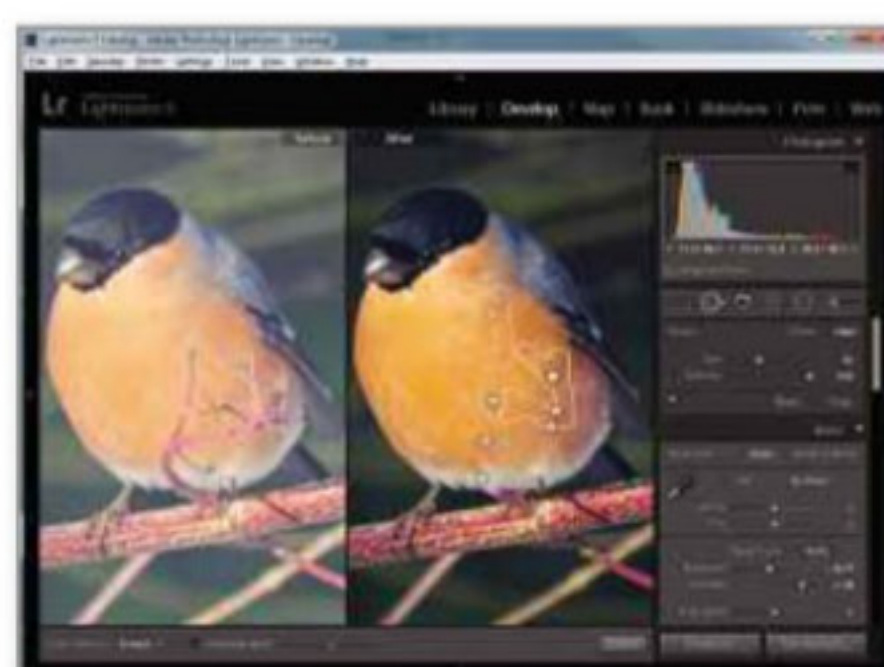


The best malware protection suite for the second year running also has good parental controls and the ability to create a rescue disc for emergencies. Click the link above for a 3-device licence, or buy a 1-device licence on our Software Store for just £17.99 ([www.snipca.com/11134](http://www.snipca.com/11134)).

**ALTERNATIVE: Norton Internet Security 2014** Great antivirus software but sometimes blocks legitimate software. £34 from [www.snipca.com/11279](http://www.snipca.com/11279)

## PHOTO EDITING

**Adobe Photoshop Lightroom 5**  
£73 from [www.snipca.com/12452](http://www.snipca.com/12452)  
Tested: Issue 402



Lightroom is a consistently elegant, powerful and fast photo-management program packed with sophisticated features. If you want to keep on top of your photos and make them look great, there's no better software to do it with.

**ALTERNATIVE: Adobe Photoshop Elements 12** A fast and polished photo-editing program with excellent advanced editing tools. £49 from [www.snipca.com/11712](http://www.snipca.com/11712)

## PC MONITOR

**Dell UltraSharp U2412M**  
£210 from [www.snipca.com/12034](http://www.snipca.com/12034)  
Tested: Issue 378



An exquisite monitor with superb image quality, an adjustable stand, a high resolution and even a built-in USB hub. It costs a little more than other monitors, but it's money well spent. It's easily the best value monitor we've seen and is the one by which all others are judged.

**ALTERNATIVE: AOC I2360PHU** A good-quality budget 23in monitor that's easily adjustable and has a built-in USB2 hub too. £144 from [www.snipca.com/12608](http://www.snipca.com/12608)

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## NAS

### Synology DiskStation DS213J

£160 from [www.snipca.com/10575](http://www.snipca.com/10575)

Tested: Issue 404



This NAS enclosure has it all – fast, easy configuration and plenty of extra features. It's not perfect – installation is fiddly and it's pricey – but there are few other NAS devices we would rather buy.

**ALTERNATIVE:** Synology DS414j A four drive NAS that's generally fast and easy to set up and use too. £261 from [www.snipca.com/12545](http://www.snipca.com/12545)

## WEB DESIGN

### Serif WebPlus X7

£84 from [www.snipca.com/12338](http://www.snipca.com/12338)

Tested: Issue 414



WebPlus X7 is one of the best programs available for designing a website without having to write a line of code. It comes with lots of templates, with more available for purchase if you need them. It also has lots of specialist tools for building a small business website.

**ALTERNATIVE:** Jimdo Pro This browser-based program is packed with features, but lacking in high-quality templates. £60 a year from [www.jimdo.com/pricing](http://www.jimdo.com/pricing)

PRICE  
DROP

## MULTIFUNCTION PRINTER

### Canon Pixma MG4250

£60 from [www.snipca.com/12457](http://www.snipca.com/12457)

Tested: Issue 382



This budget multifunction printer (MFP) isn't the fastest available, but it's cheap to buy and inexpensive to run. Just as importantly, both prints and scans look great. Unless you need faster print speeds, this MFP is the one to buy.

**ALTERNATIVE:** Canon Pixma MX535 A MFP aimed at small offices with duplex, ADF and fax, but also good photo print quality £65 from [www.snipca.com/12611](http://www.snipca.com/12611)

## SOLID-STATE DRIVE

### Crucial MX100 512GB

£160 from [www.snipca.com/12509](http://www.snipca.com/12509)

Tested: Issue 427



A blindingly fast SSD that's good value and available in a variety of capacities – 128, 256 and 512GB as well as 1TB. Apart from fitting more memory, it's the single best upgrade you can do on your PC or laptop.

**ALTERNATIVE:** Crucial M550 SSD 1TB If you need a bigger SSD, this fast 1TB model is great value. £332 from [www.snipca.com/12612](http://www.snipca.com/12612)

NEW  
ENTRY

## EXTERNAL HARD DRIVE

### Western Digital My Passport Ultra 1TB

£55 from [www.snipca.com/11908](http://www.snipca.com/11908)

Tested: Issue 307, Computer Shopper



The My Passport Ultra 1TB is a very fast USB3 portable hard drive that's very keenly priced. It comes bundled with backup software, although it can be clunky to use.

**ALTERNATIVE:** Toshiba StorE Canvio 500GB Not as good value or as fast, but it does come with better bundled software. £40 from [www.snipca.com/12459](http://www.snipca.com/12459)

## HOMEPLUGS

### TP-Link AV500 Nano Powerline Adapter Starter Kit (TL-PA4010KIT)

£25 from [www.snipca.com/10742](http://www.snipca.com/10742)

Tested: Issue 395



TP-Link's tiny HomePlug adapters are a great choice, especially if socket space is at a premium or you don't want to block an adjacent socket. Despite their low price, they're also very fast making them great value.

**ALTERNATIVE:** Devolo dLAN 500 AVPlus Starter Kit These fast HomePlug adapters can block adjacent sockets, but they do have a passthrough socket. £84 from [www.snipca.com/11290](http://www.snipca.com/11290)

PRICE  
DROP



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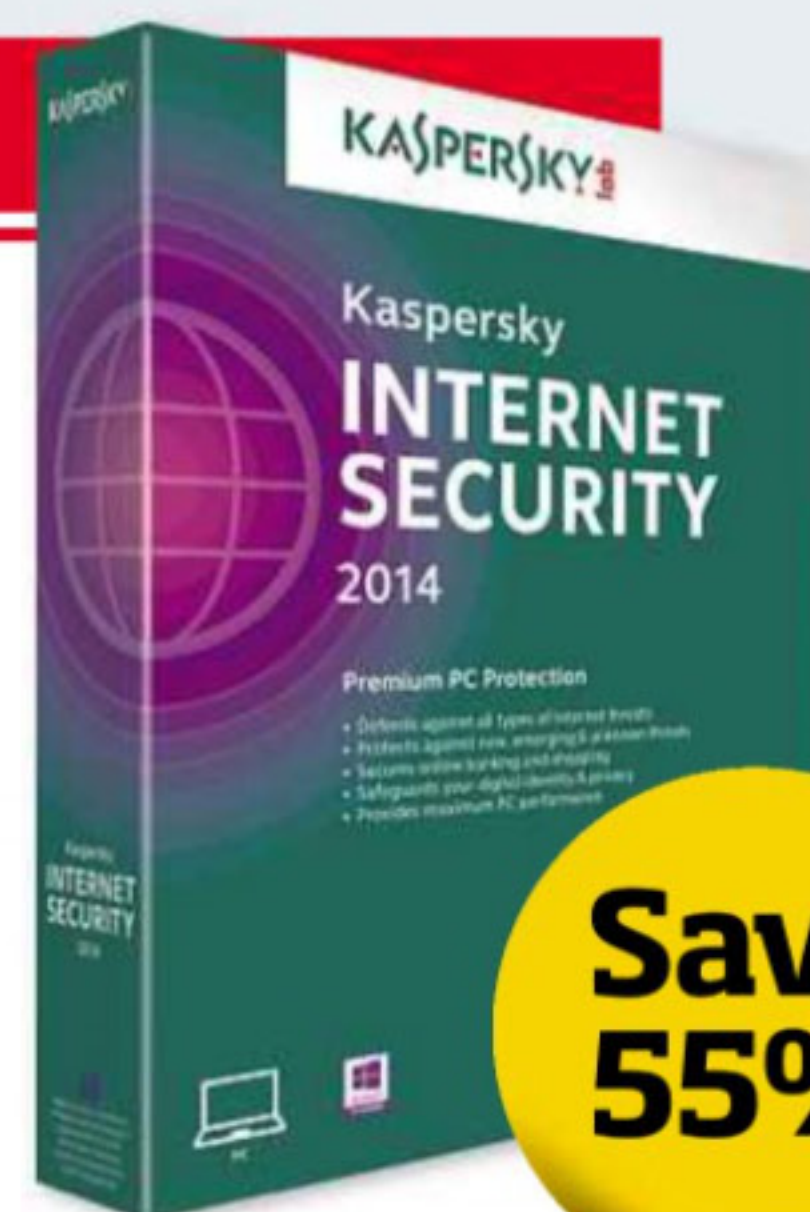
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## Speed up your PC with one click

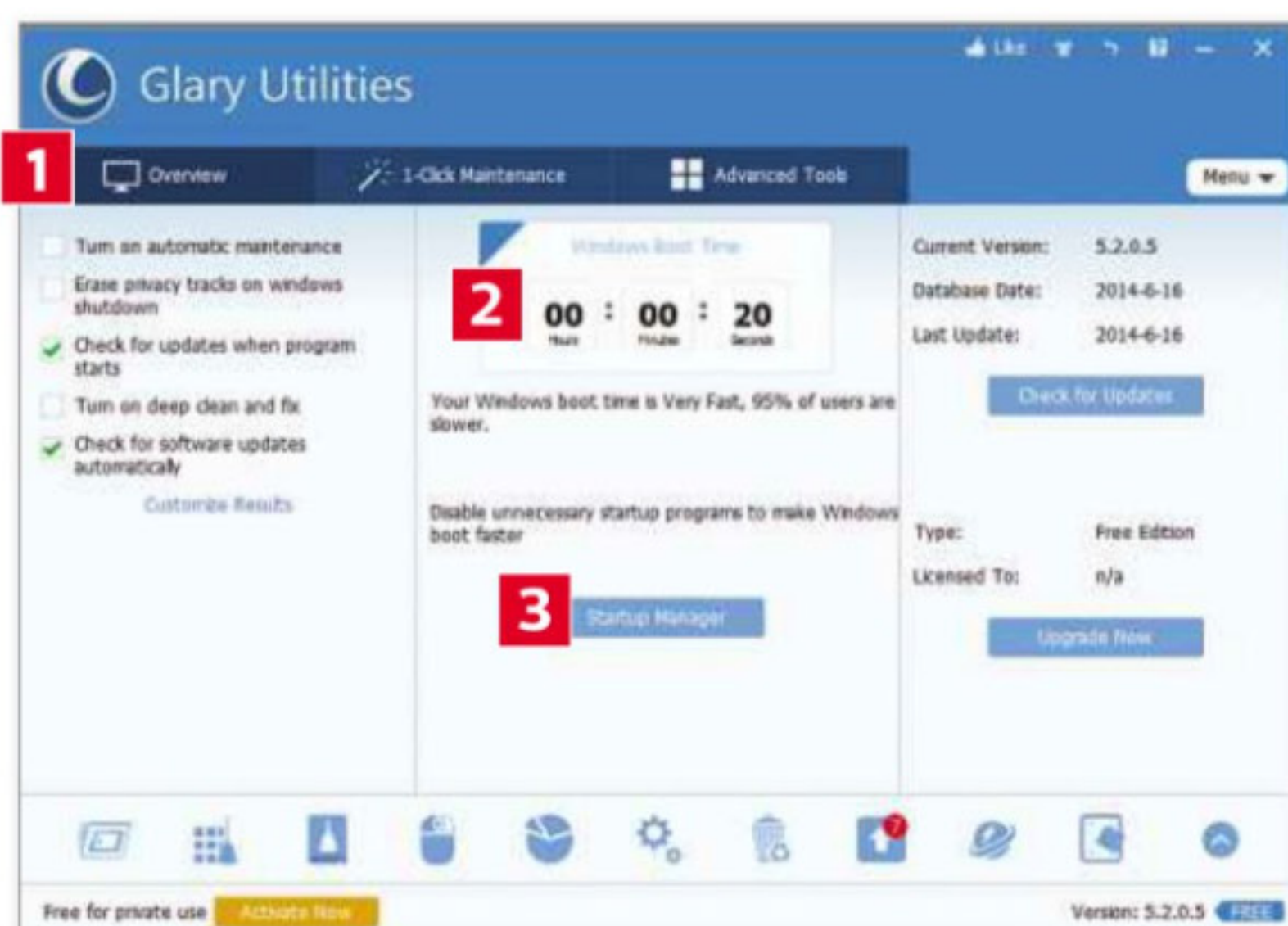
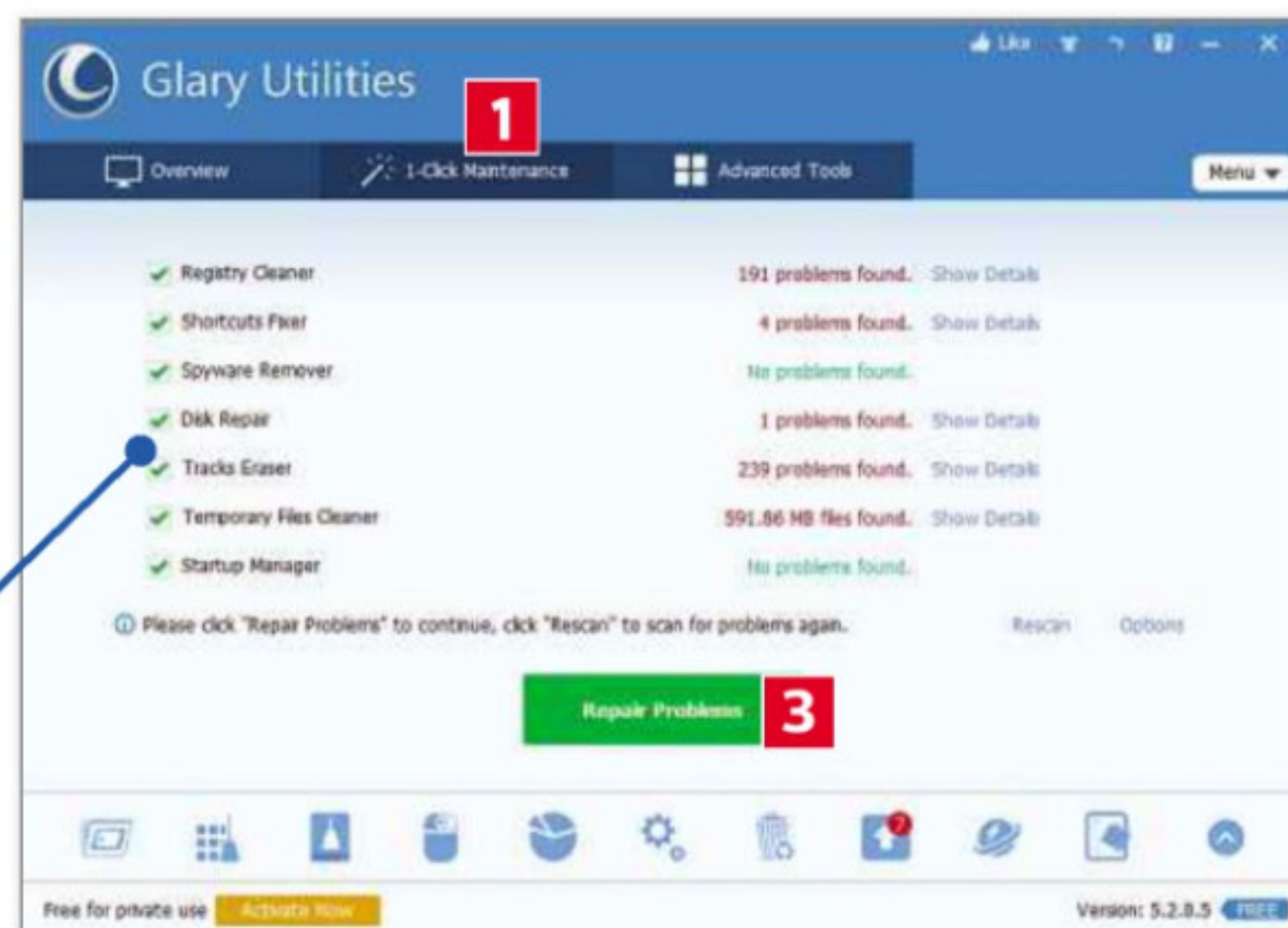
**What you need:** Glary Utilities; Windows XP, 7, 8 or 8.1 **Time required:** 30 minutes

Glary Utilities has a powerful 1-Click Maintenance button that makes your PC faster with one click. The latest version lets you select which optimisation features you want this button to perform. These include fixing broken shortcuts,

repairing faulty drives, reducing your start-up time and deleting temporary files to increase space. Glary Utilities also offers other useful tools to encrypt your files, find and delete duplicates, remove malware, back up your PC and optimise its storage.



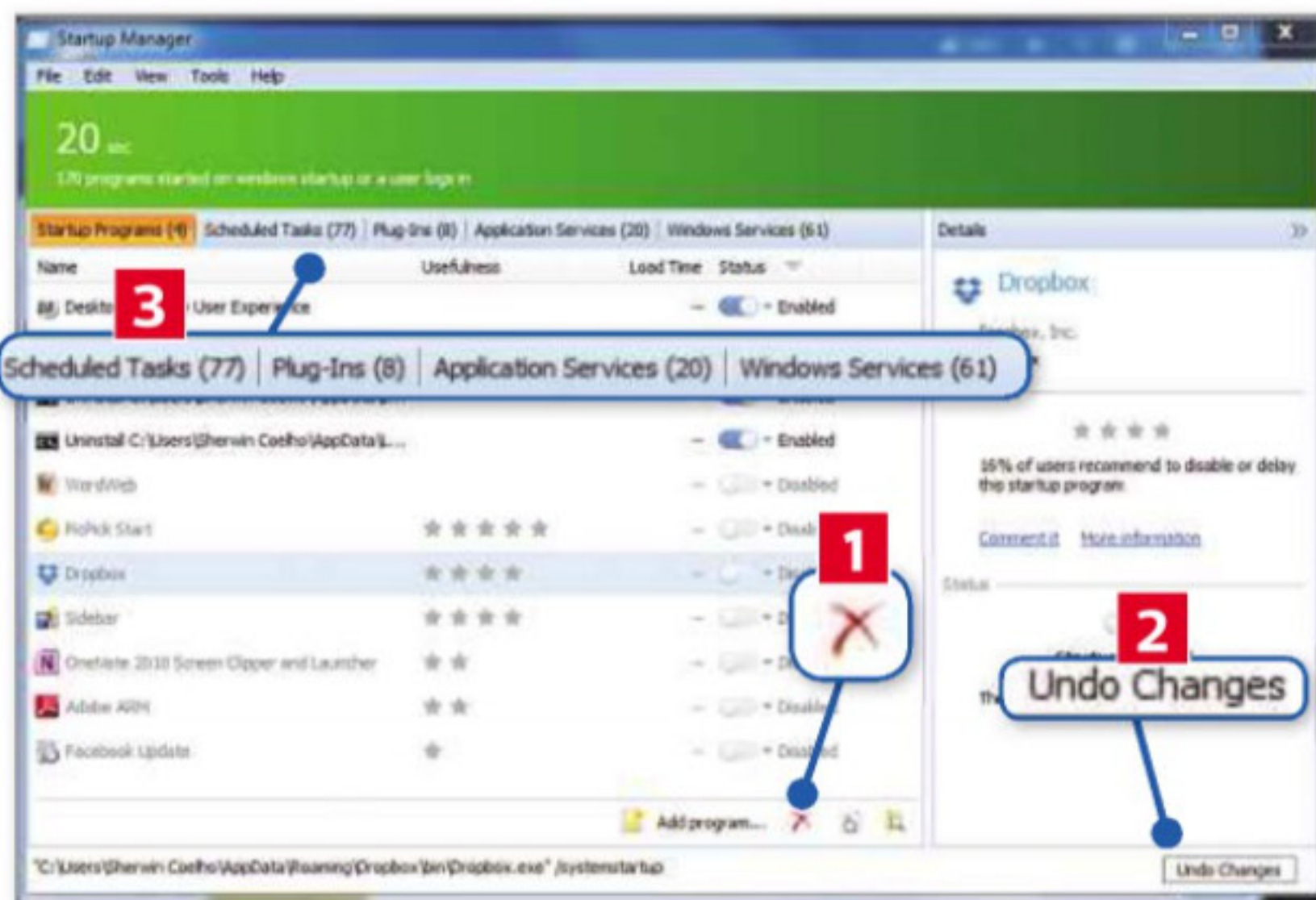
**STEP 1** Go to [www.snipca.com/12528](http://www.snipca.com/12528), click the green Download Now button and follow the installation instructions. Make sure you click 'No, thanks' at the bottom right of the pop-up which asks you to upgrade to the (paid-for) professional edition. Click 1-Click Maintenance **1**, tick Disk Repair and Tracks Eraser **2** and then click 'Scan for Issues'. You'll see the total number of problems found by each maintenance tool on the right. Click Repair Problems **3** to fix all the problems in one go and optimise your PC.



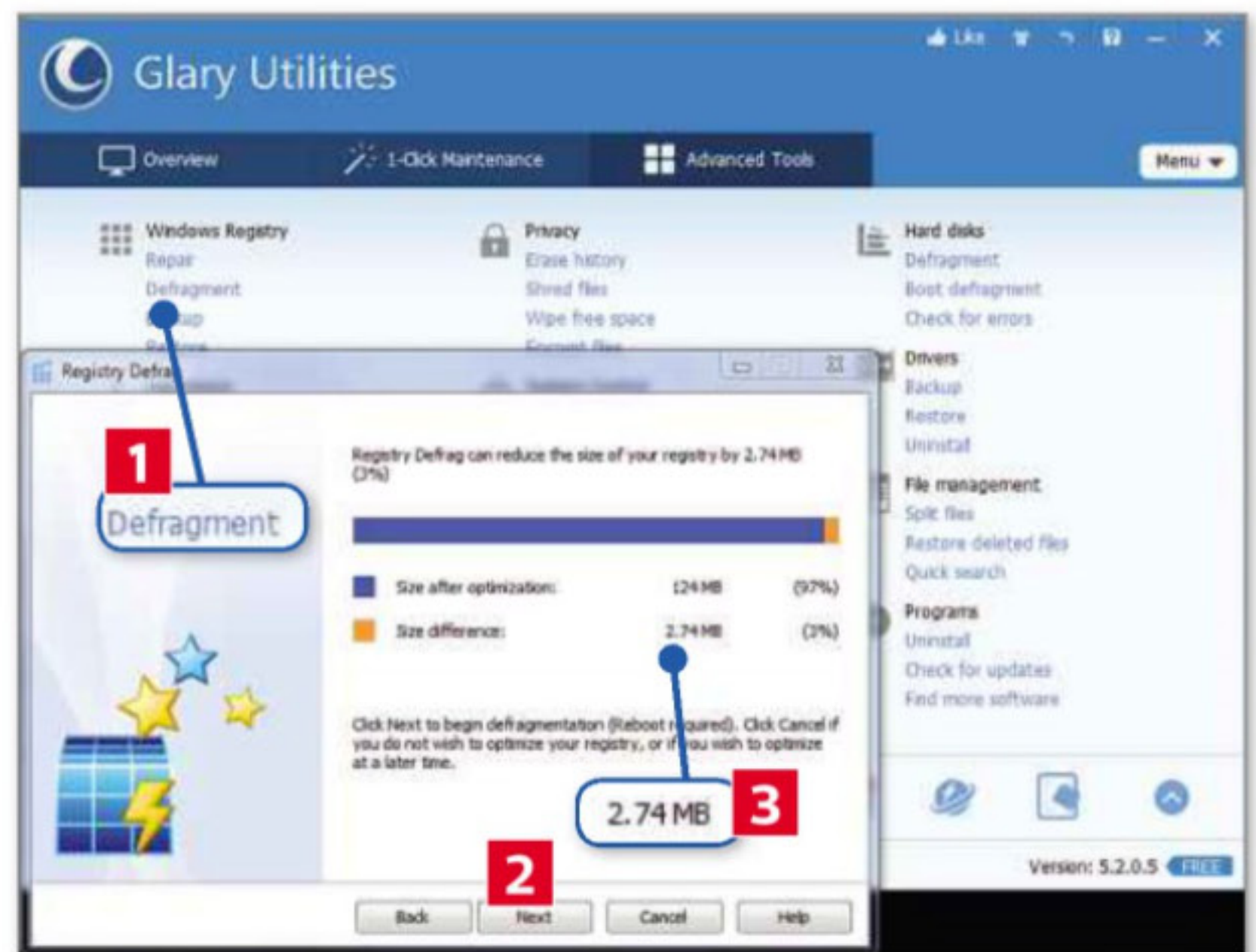
**STEP 2** To reduce the boot time of your PC and disable programs that automatically open at startup, first click Overview **1** to see your Windows boot time **2**. Beneath the boot time, you'll also see what percentage of Glary Utilities' users have slower boot times than you. Next, click Startup Manager **3** to see a list of items that launch when your PC is switched on. Click the slider beside those items you want to disable at startup (such as cloud-storage services, browsers and multimedia programs). If you're unsure about a particular item, it's best to leave it enabled.



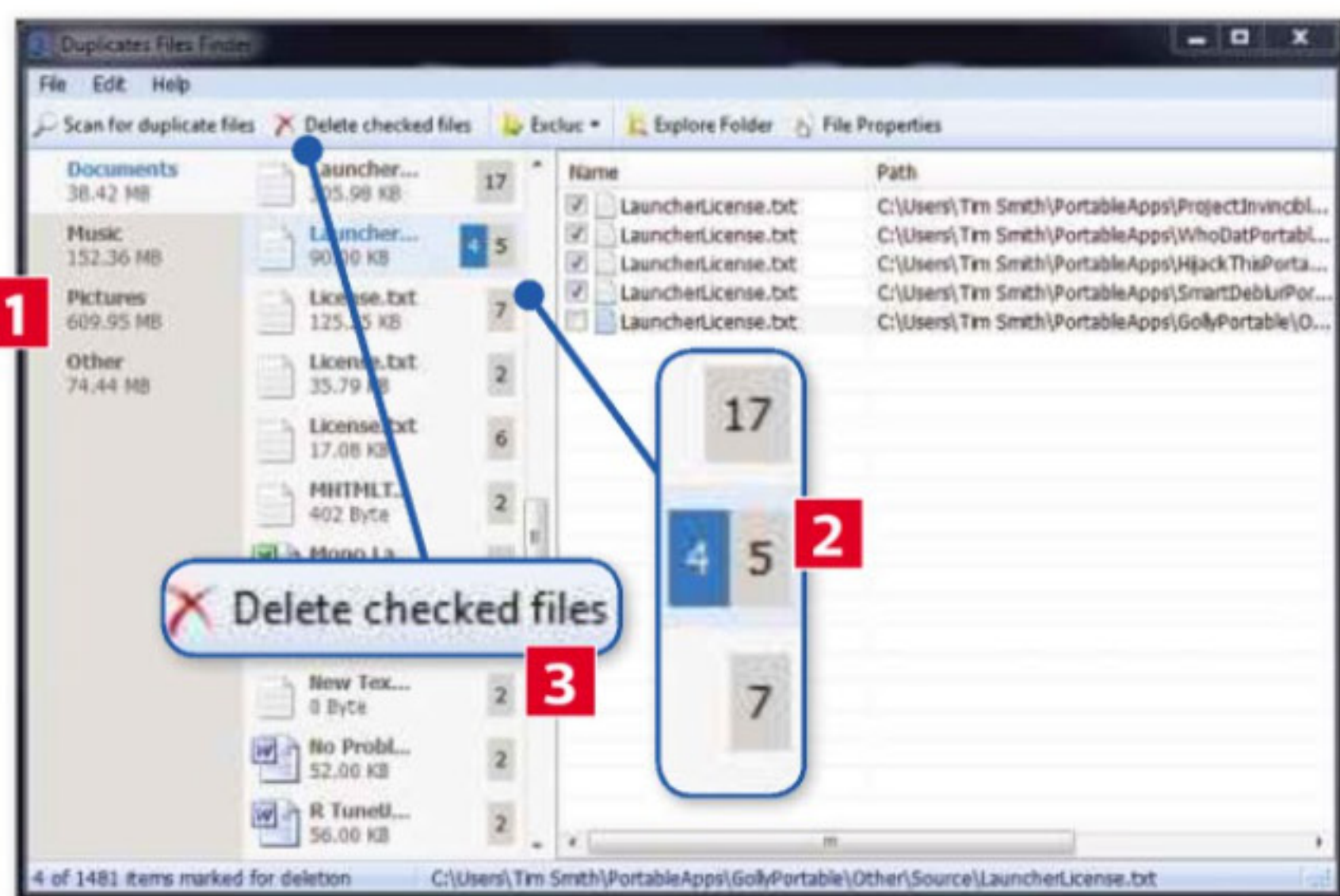
# Workshops



**STEP 3** To remove an entry entirely from the startup list, click it, then click the delete icon **1** and Yes. If you want to reverse any changes, click Undo Changes **2** to display a list of items you've disabled or deleted. Click the program you want to bring back, then Restore and Close. Repeat this process (from the start of Step 2) to disable/delete startup items in the tabs for Scheduled Tasks, Plug-Ins, Application Services and Windows Services **3**. Once you've finished, close the Startup Manager window.

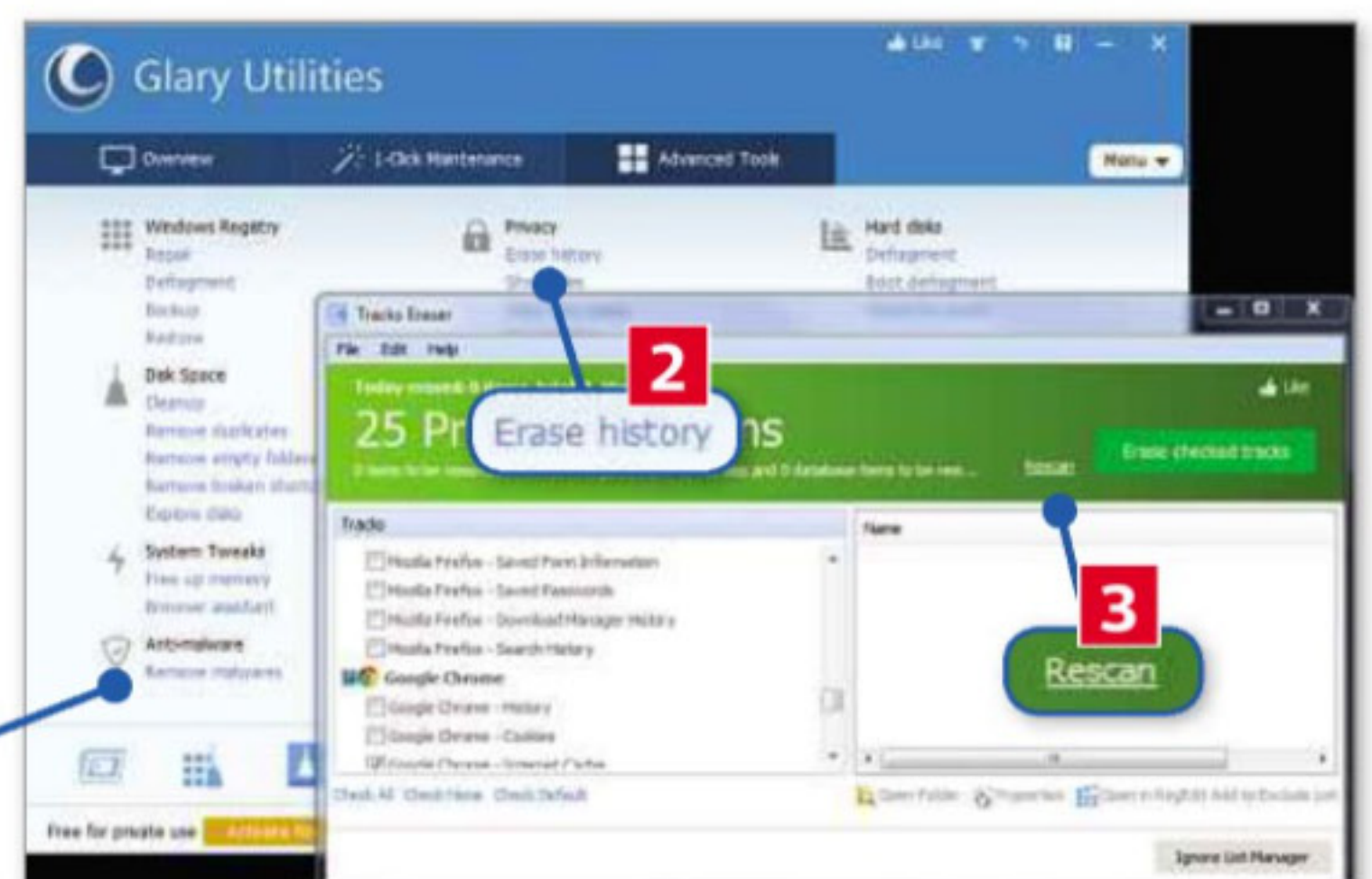


**STEP 4** Click the Advanced Tools tab at the top to see Glary Utilities' other functions. Defragmenting the Registry will organise it more efficiently and improve its – and your PC's – performance. Click Defragment **1**, Next and then OK. After a quick analysis, you'll see a graph explaining how much space (in MBs) can be saved next to 'Size difference'. If this shows a significant saving is possible – anything above 50MB, say – click Next **2** and follow the instructions. If it's anything less **3**, click Cancel as this won't optimise your registry by enough to make it worthwhile.

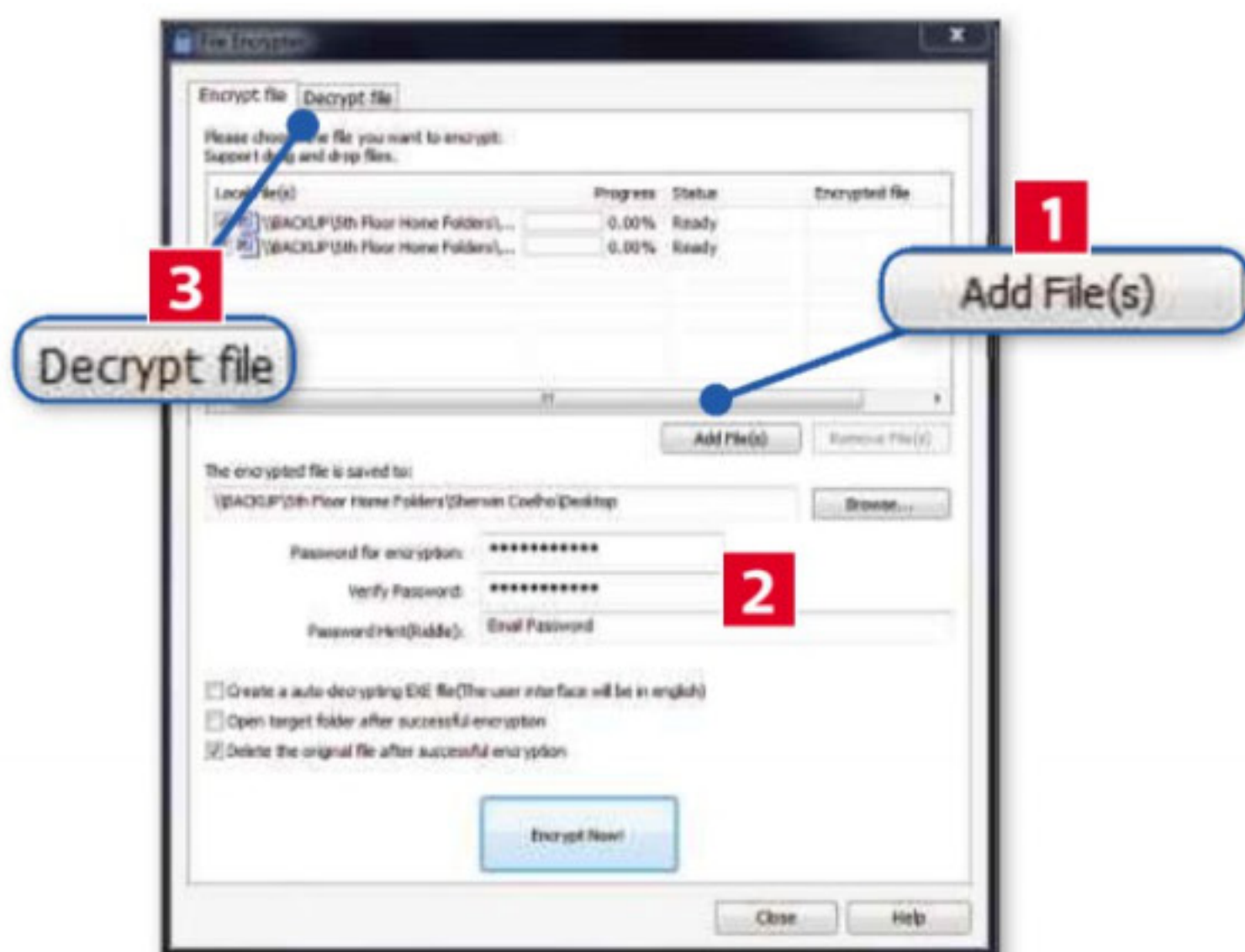


**STEP 5** To remove duplicate files on your system, click Remove Duplicates (under Disk Space), tick all the drives and partitions on your PC at the left and then click Scan. The scan results are broken down into four categories – Documents, Music, Pictures and Other (system files, videos and zipped files) **1**. Click Documents, then scroll down to see how many duplicate versions of individual documents are on your system **2**. To make sure these are exact duplicates, right-click any file in the right-hand panel and click Open File. Tick the files you want to delete (leaving one original) and then click 'Delete checked files' **3**. Repeat this for the duplicate files in the other three categories as well.

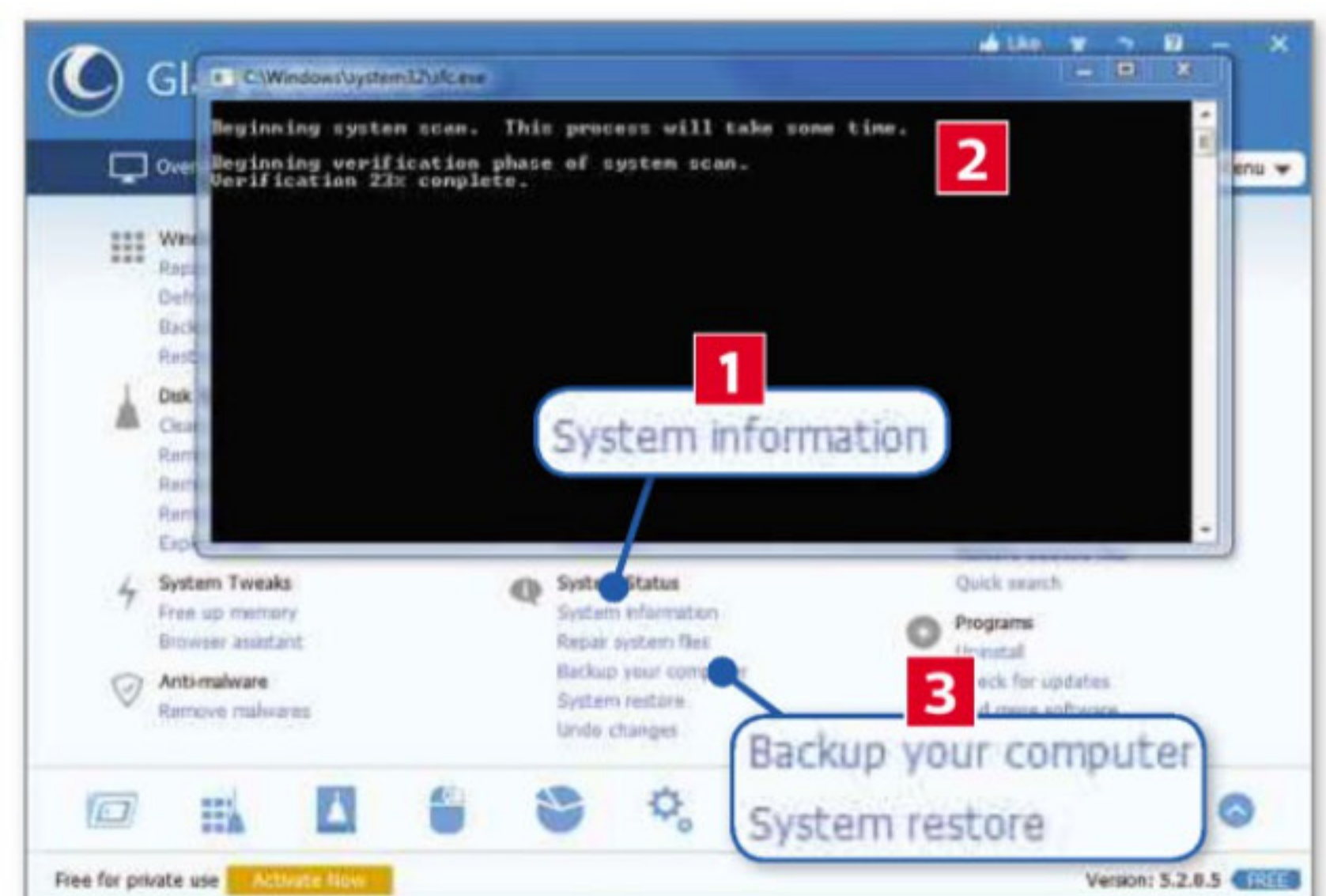
**STEP 6** Next, click 'Remove malwares' **1** and then Scan. If you find any malware, delete it by following the instructions. Click 'Erase history' **2** to delete your internet cache from all your browsers. If you want to delete other elements (such as Saved Passwords, Search History and Saved Form Information), tick those options and then click Rescan **3**. After the scan is complete, click 'Erase checked tracks' to delete your browsing activity and Yes to confirm.



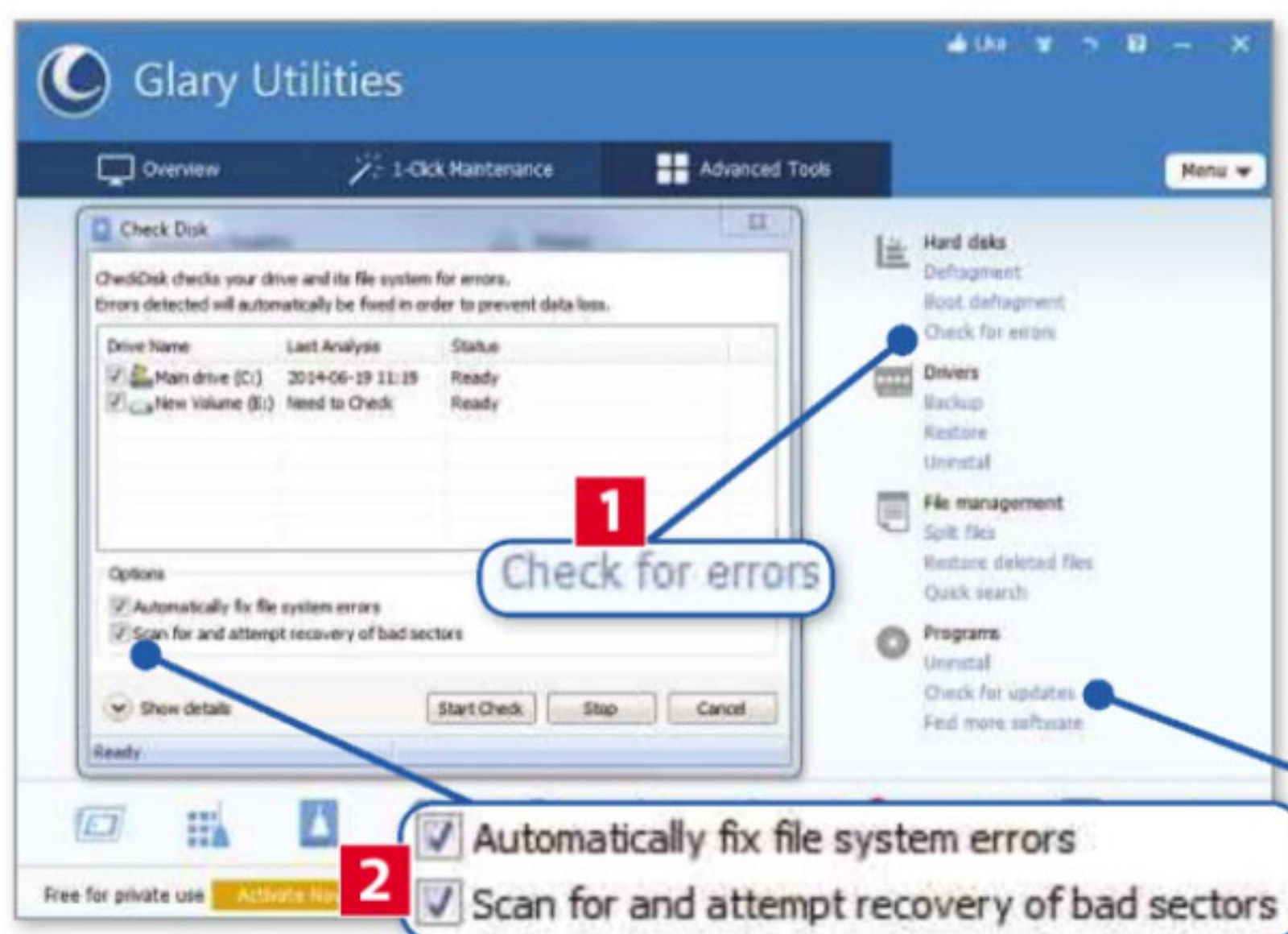




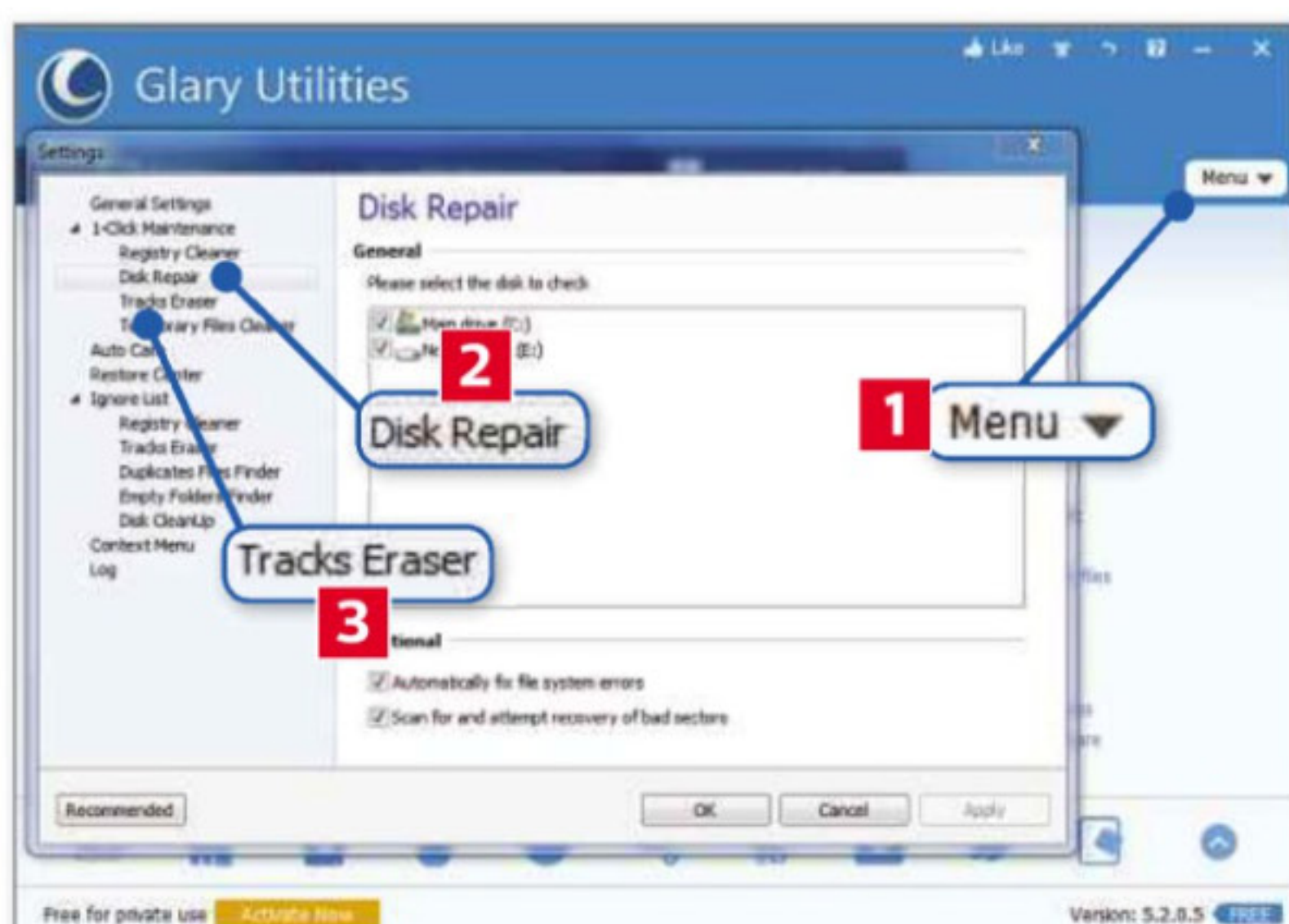
**STEP 7** To encrypt your files, click Encrypt files (under Privacy), then click Add File(s) **1**. Next, navigate to the files you want to encrypt, press Ctrl and select the files by clicking them, and then click Open. Type an encryption password, verify it and then enter a password hint **2**. Tick the box at the bottom if you want to delete the original files after encrypting them and then click Encrypt Now. The files will display a blue lock icon. To decrypt them, click 'Decrypt file' **3**, Browse, navigate to the files and click Open. Next, enter your password and then click Decrypt Now to see the files in their original format.



**STEP 8** To quickly see information about your PC's system (such as the make and model of your processor, the amount of memory, Windows version, etc), click 'System information' **1**, then the options at the left (Operating System, Memory, Drives, etc.) to see more details. Click 'Repair system files' to use your PC's command centre **2** to identify and fix damaged system files. Glary Utilities also lets you back up your hard drive and create a system restore point by clicking 'Backup your computer' and 'System restore' respectively **3**.



**STEP 9** To identify and fix problems on your hard drive, click 'Check for errors' **1**, tick the relevant drives and partitions, tick both Options boxes below **2** and then click Start Check. Tick the box at the bottom left and then click Skip. If any errors are found, follow the instructions to fix them. To check for and update outdated software, click 'Check for updates' **3**. A new tab will open in your default browser with a list of outdated software with green Download buttons beside them. Click these buttons to update each software individually. Depending on the software, you may need to click the setup file that downloads to your PC and then follow the instructions.



**STEP 10** Glary Utilities loads automatically when your PC starts. To disable this, click the Menu dropdown menu **1** and untick the first box. By default, when you click Disk Repair, any partitioned drives won't be selected. To change this, click Disk Repair **2** and tick all the boxes. Likewise, Tracks Eraser only deletes your temporary files, but if you want to delete your browsing history, passwords, cookies and search history by default, click Tracks Eraser **3** and tick those options in your browsers. Once you've finished making these changes, click Apply and then OK. ●



## Recover deleted photos for free

**What you need:** Wise Data Recovery; Windows XP, Vista, 7, 8 or 8.1

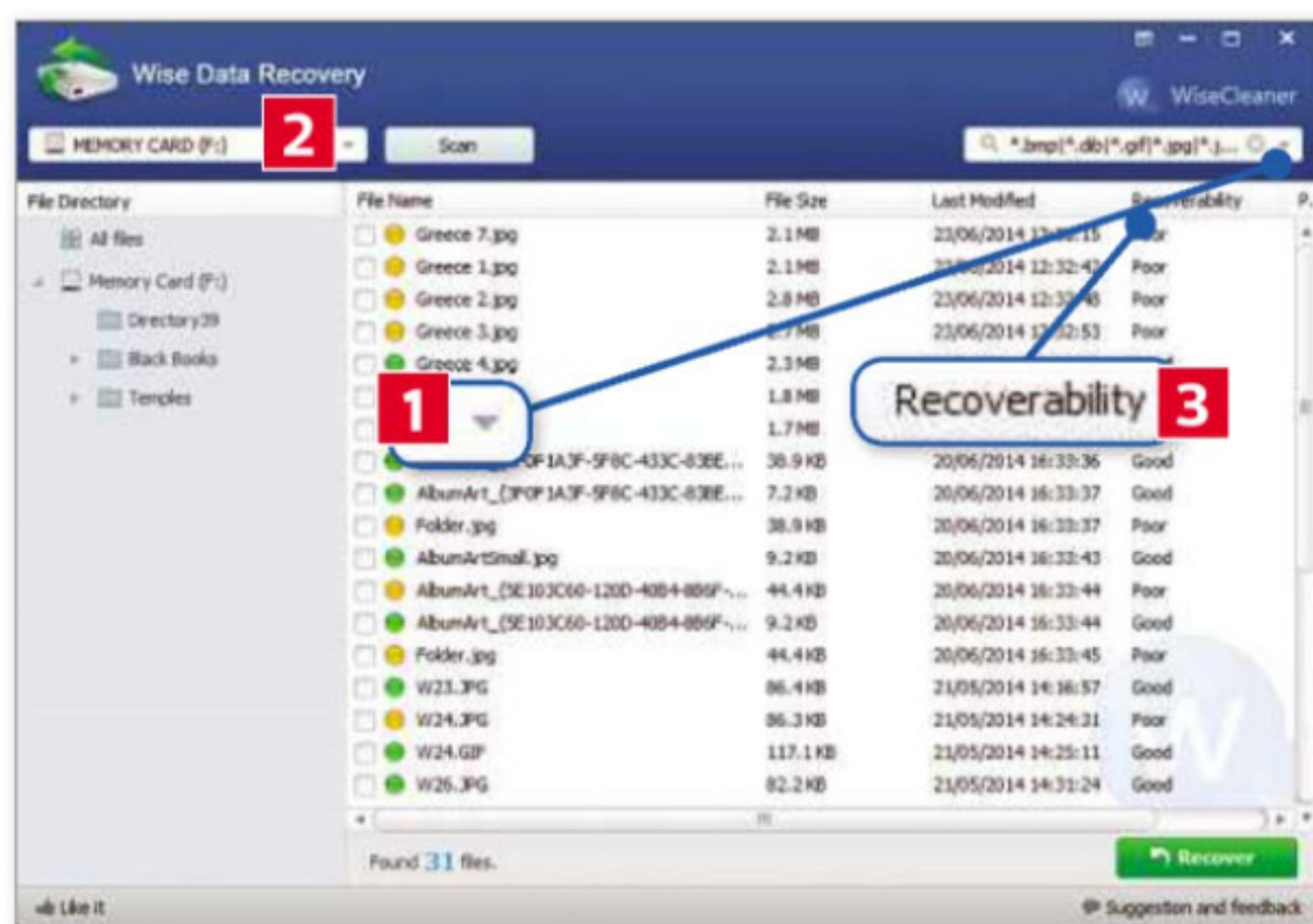
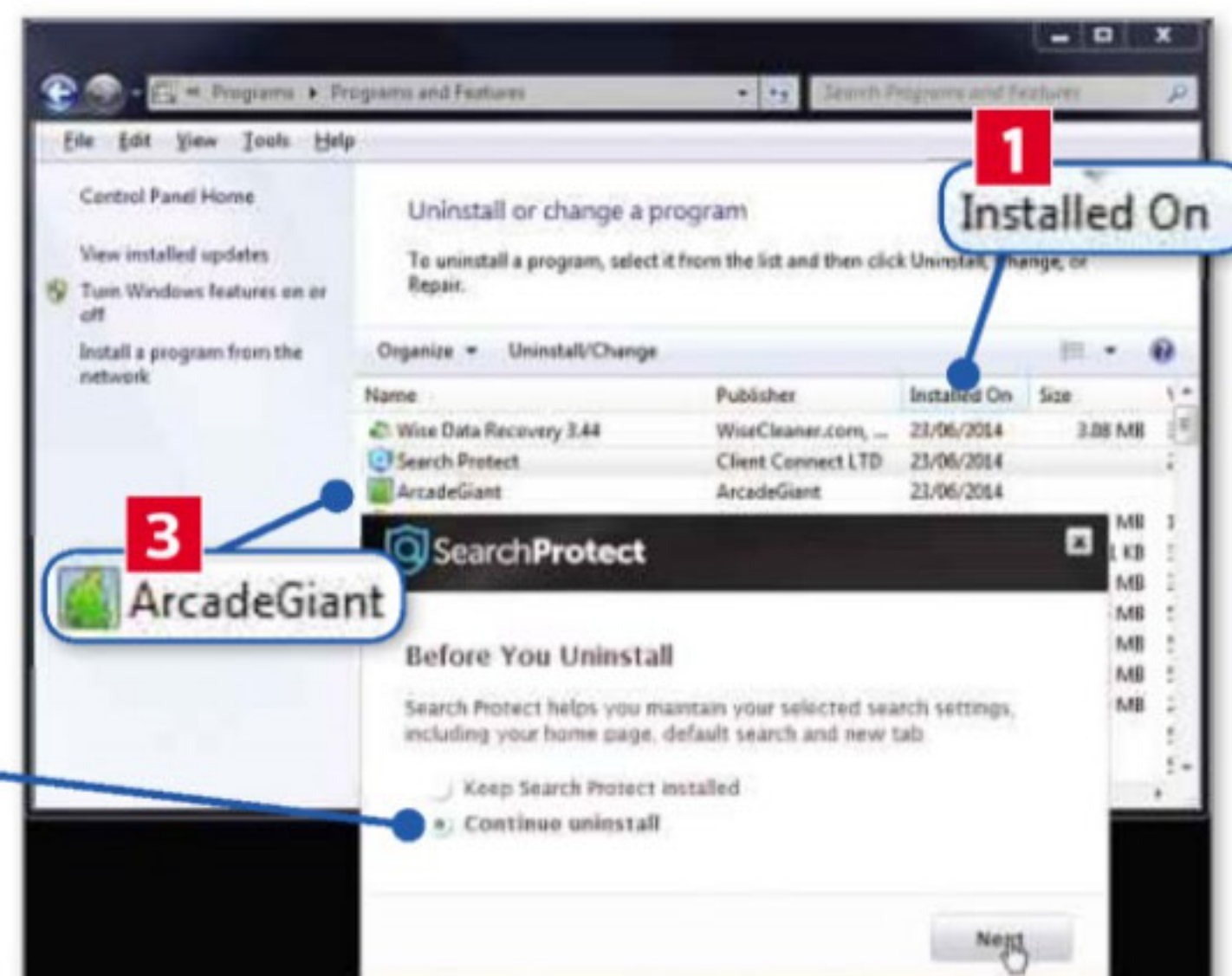
**Time required:** 20 minutes

The latest version of Wise Data Recovery lets you search for multiple file types (such as **JPG** and **PNG**) at the same time. You can scan drives, **partitions** and external drives for photos you've deleted, and filter your search results by

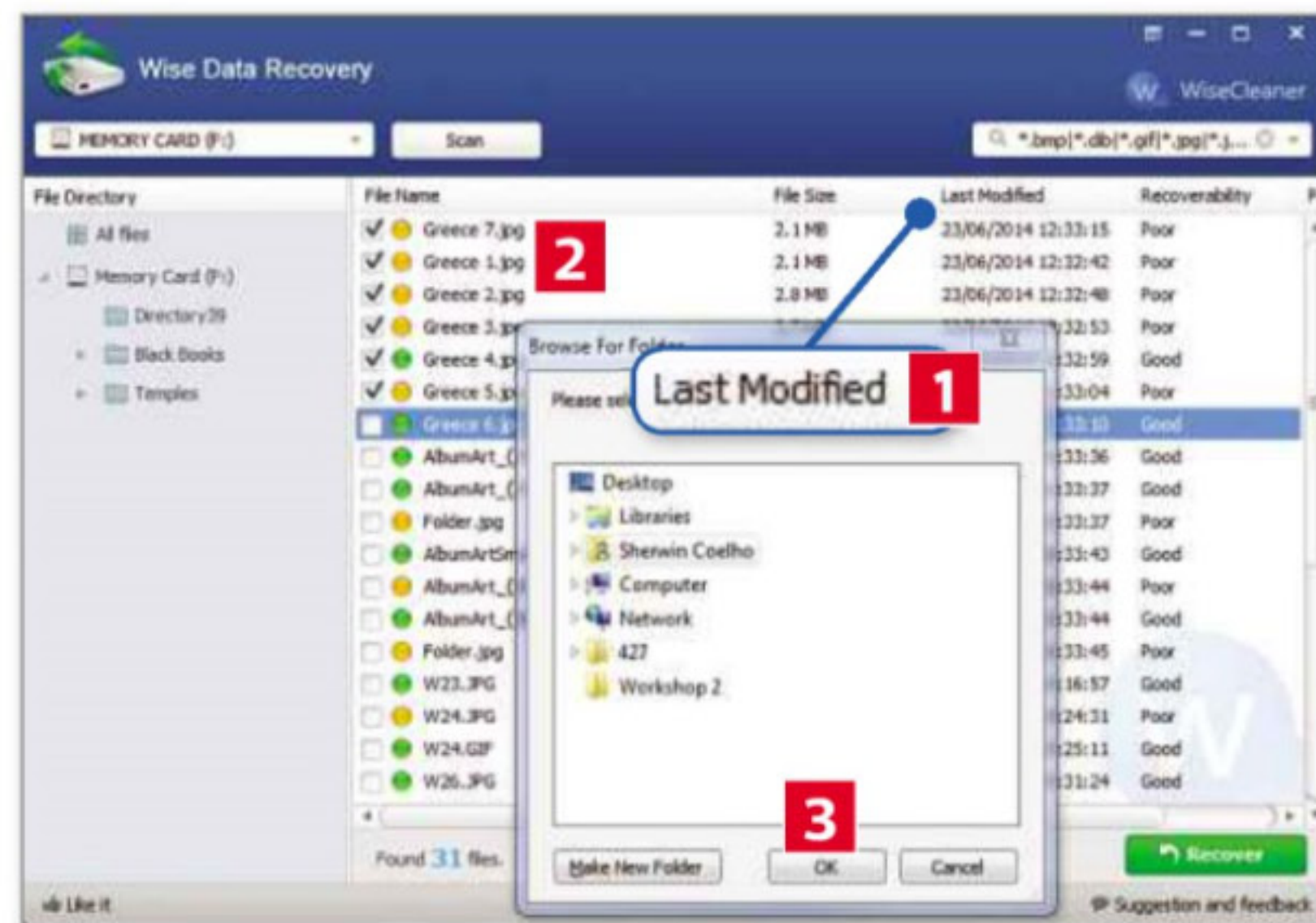
date. It also recovers deleted audio, video, documents, compressed files and emails. It's much quicker than other file-recovery programs such as Recuva, making it the best free software for restoring items you've loved and lost.



**STEP 1** Go to [www.snipca.com/12554](http://www.snipca.com/12554) and click the green Download Now button. Click the setup file that downloads to your PC and follow the instructions. Wise Registry Cleaner installs two unnecessary programs, Search Protect and Arcade Giant, during installation, but these can be easily uninstalled. Click the Start button, Control Panel and then Installed On **1** to see your most recently installed items. Double-click Search Protect, select 'Continue uninstall' **2**, click Next, tick the 'Revert to my original search settings' box and then click Uninstall. Once that's done, double-click ArcadeGiant **3**, click Yes (twice) and then click OK.

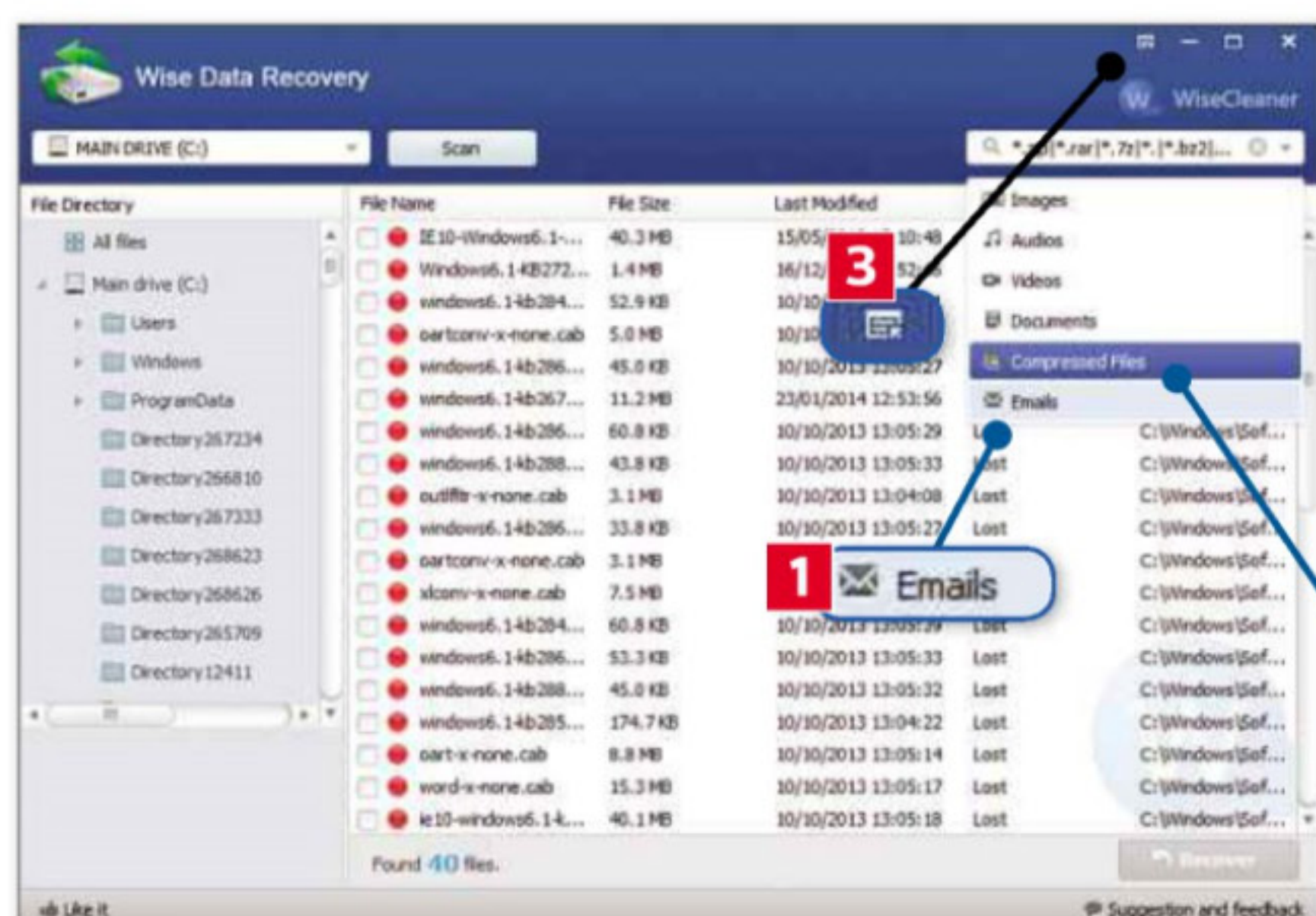
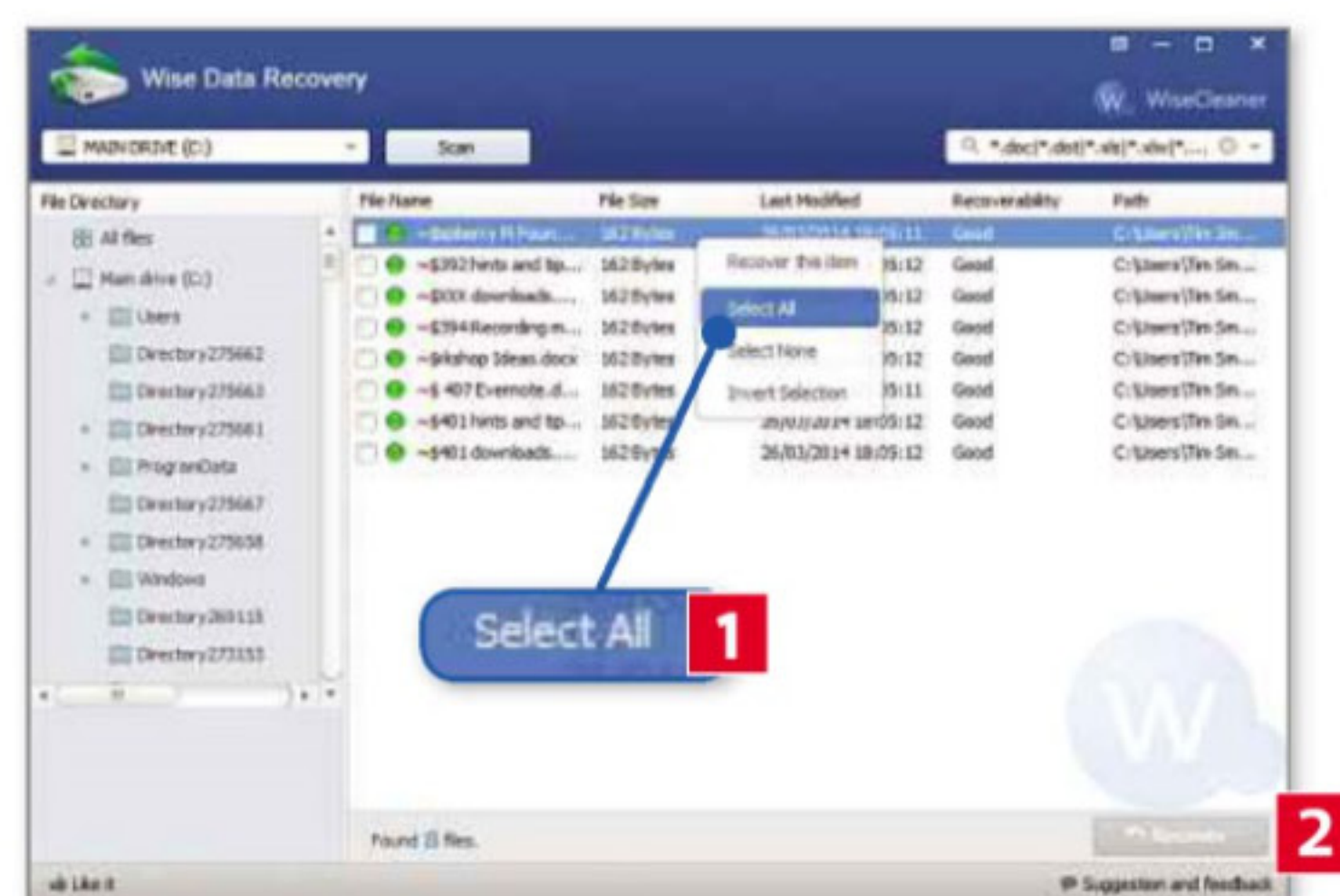
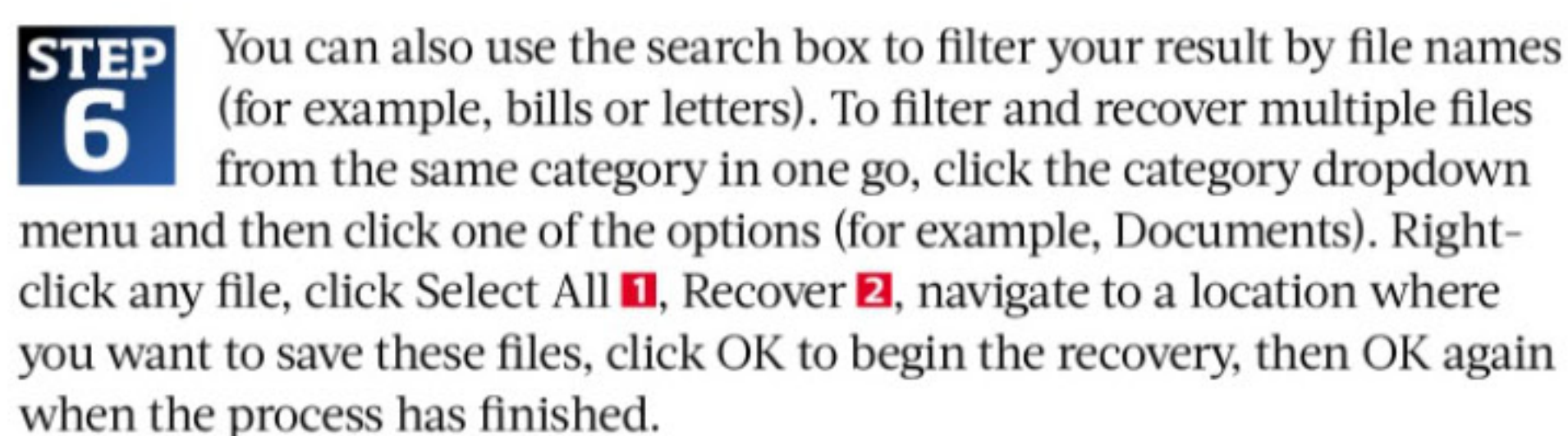
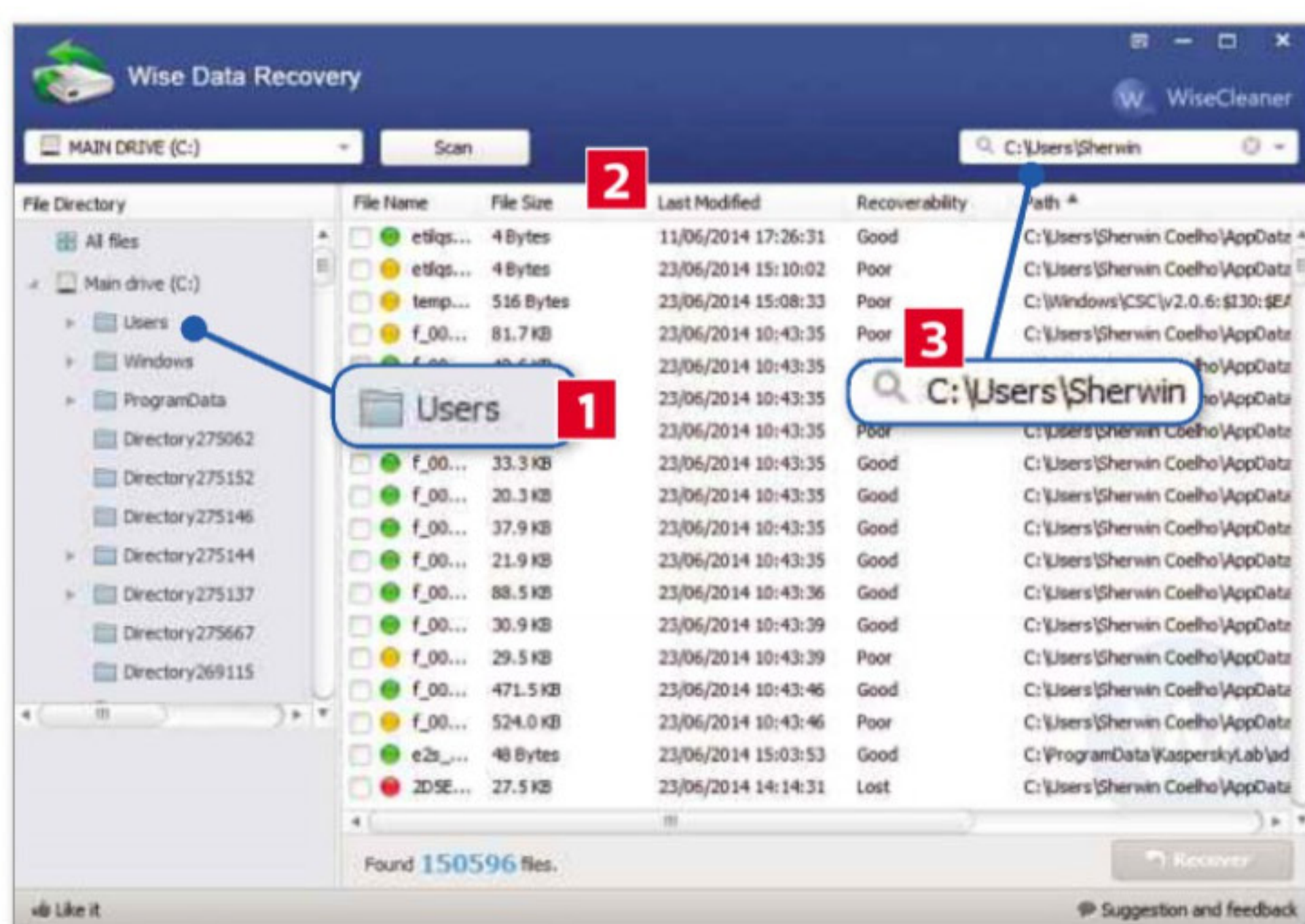
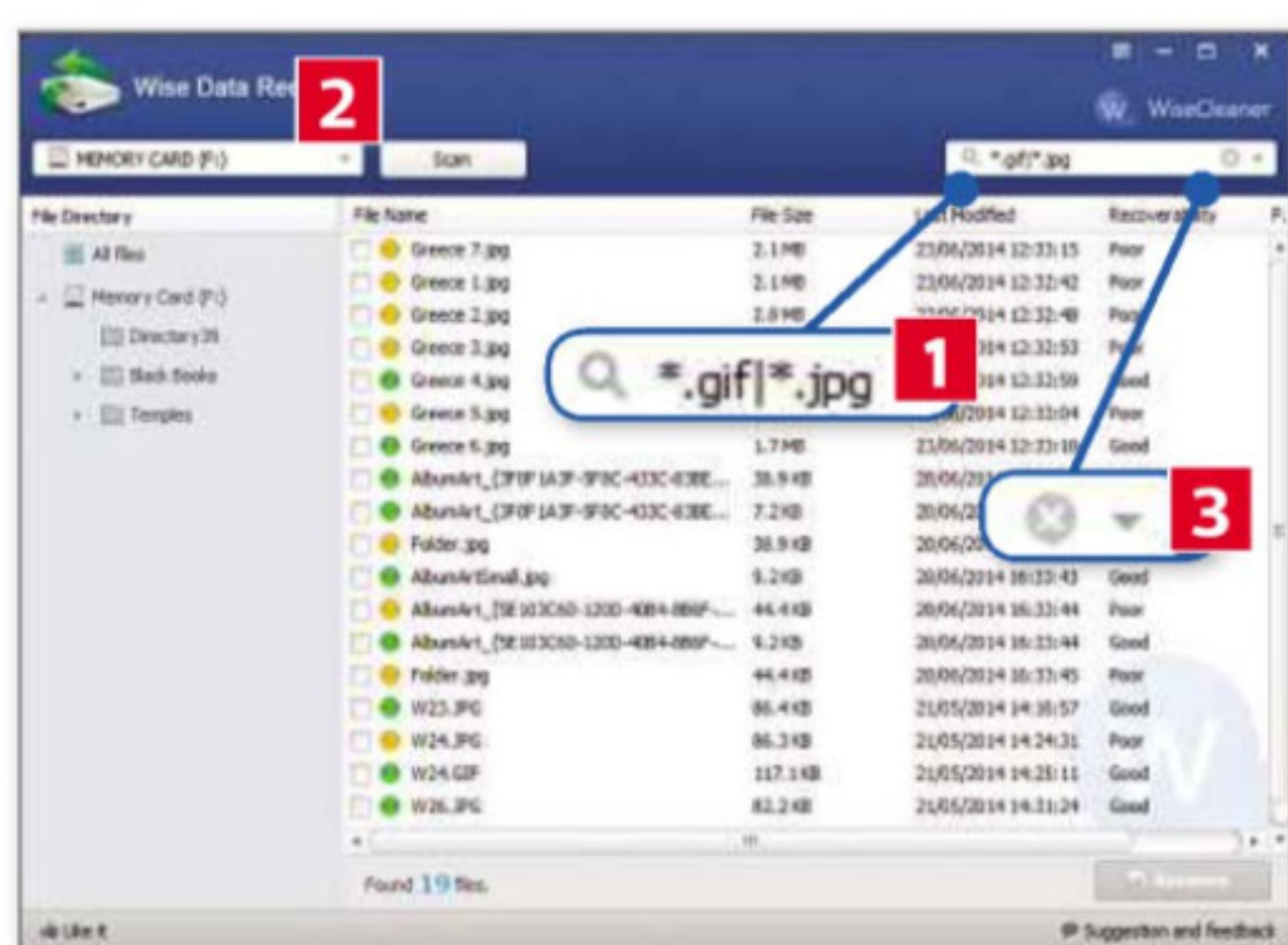


**STEP 2** Open Wise Data Recovery. To recover your deleted photos, click the category dropdown menu **1** then Images. Next, click the drive dropdown menu **2**, select the drive from where you deleted the photos (in our case, a camera memory card inserted into a card reader) and then click Scan. You'll see a list of all the image files you've previously deleted from that drive. The Recoverability column **3** indicates the likelihood of recovering each file. Unless it displays Very Poor or Lost, there's a good chance files (even those displayed as Poor) can be recovered.



**STEP 3** Because Wise Data Recovery doesn't let you preview files, identifying them will be easier if you'd named the photos before they were deleted. If you didn't do this, you should click Last Modified **1** to see the list of photos you deleted most recently. Tick the ones you want to restore **2**, click the green Recover button at the bottom right, select where you want these photos to be saved on your PC and then click OK **3**. Click OK again after you see a message saying 'Data Recovery has finished' to open the folder in which you saved your recovered photos.







## Update multiple programs in one go

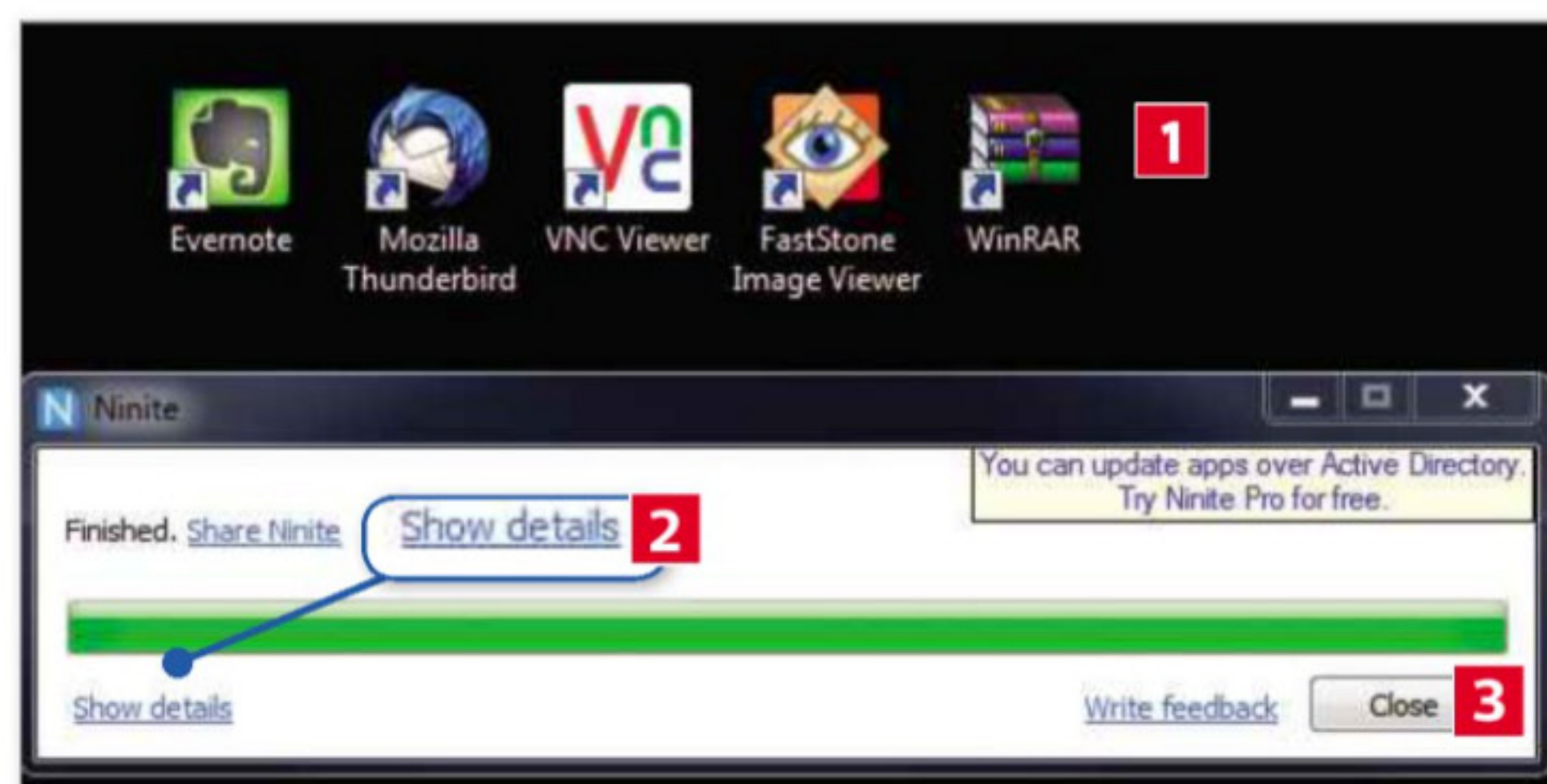
**What you need:** Ninite; USB stick **Time required:** 30 minutes

Ninite is a website that makes it easy for you to select, install and update multiple PC programs at the same time for free. It creates a Ninite installer for any programs you want to

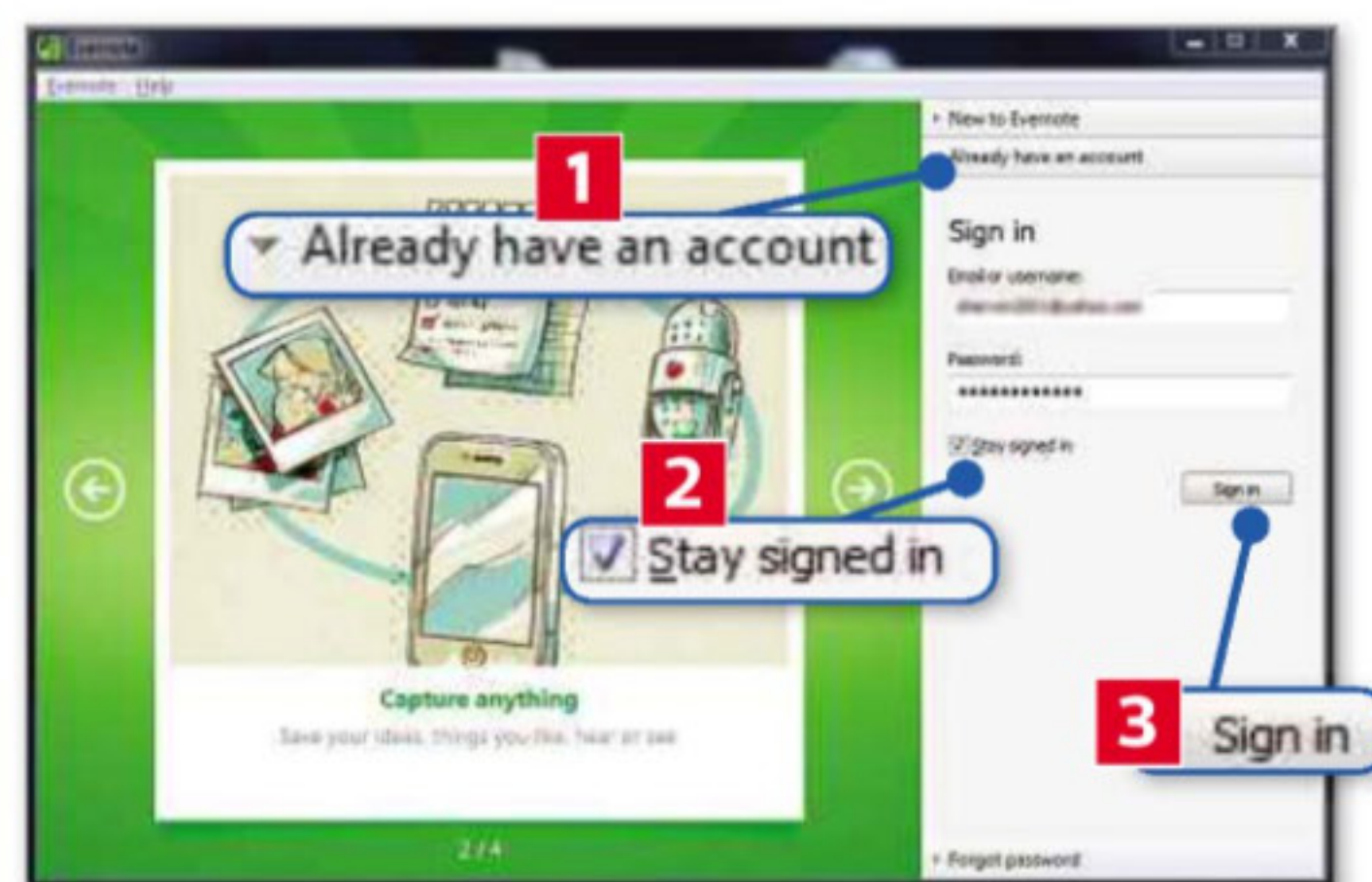
download and update, which you can use across a number of PCs via a USB stick. It also blocks all unwanted extras, such as browser toolbars, extensions and other additional junk.



**STEP 1** Go to Ninite ([www.snipca.com/12530](http://www.snipca.com/12530)) on your PC to see a list of popular programs you can install. At the top of the homepage, you'll see details of when each program was last updated. Move your cursor over a program to see what it does **1**. Tick the programs already on your PC that you want to update and any new programs you want to download. We ticked Evernote **2**, Thunderbird, RealVNC, FastStone and WinRAR. Next, click the Get Installer button **3** to download the Ninite installer containing all these programs to your PC.

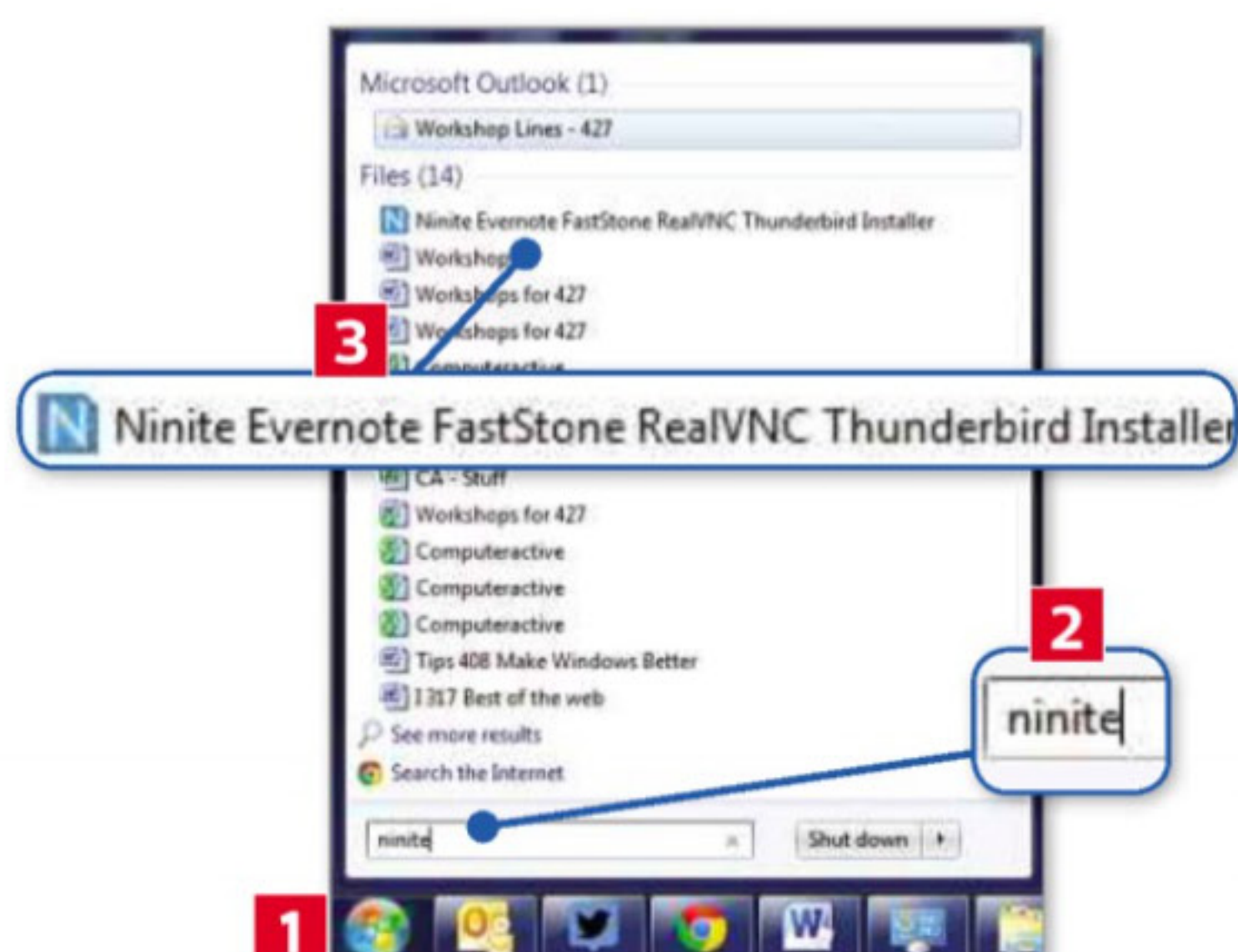


**STEP 2** Click the Ninite installer, Run and then Yes. You'll now see all the programs you ticked in Step 1 being installed/updated. As the new programs install, their icons will appear on your Desktop **1**. To check the update/installation progress of each program, click the 'Show details' link **2**. Click Close **3** when you see 'Completed' beside each program entry.

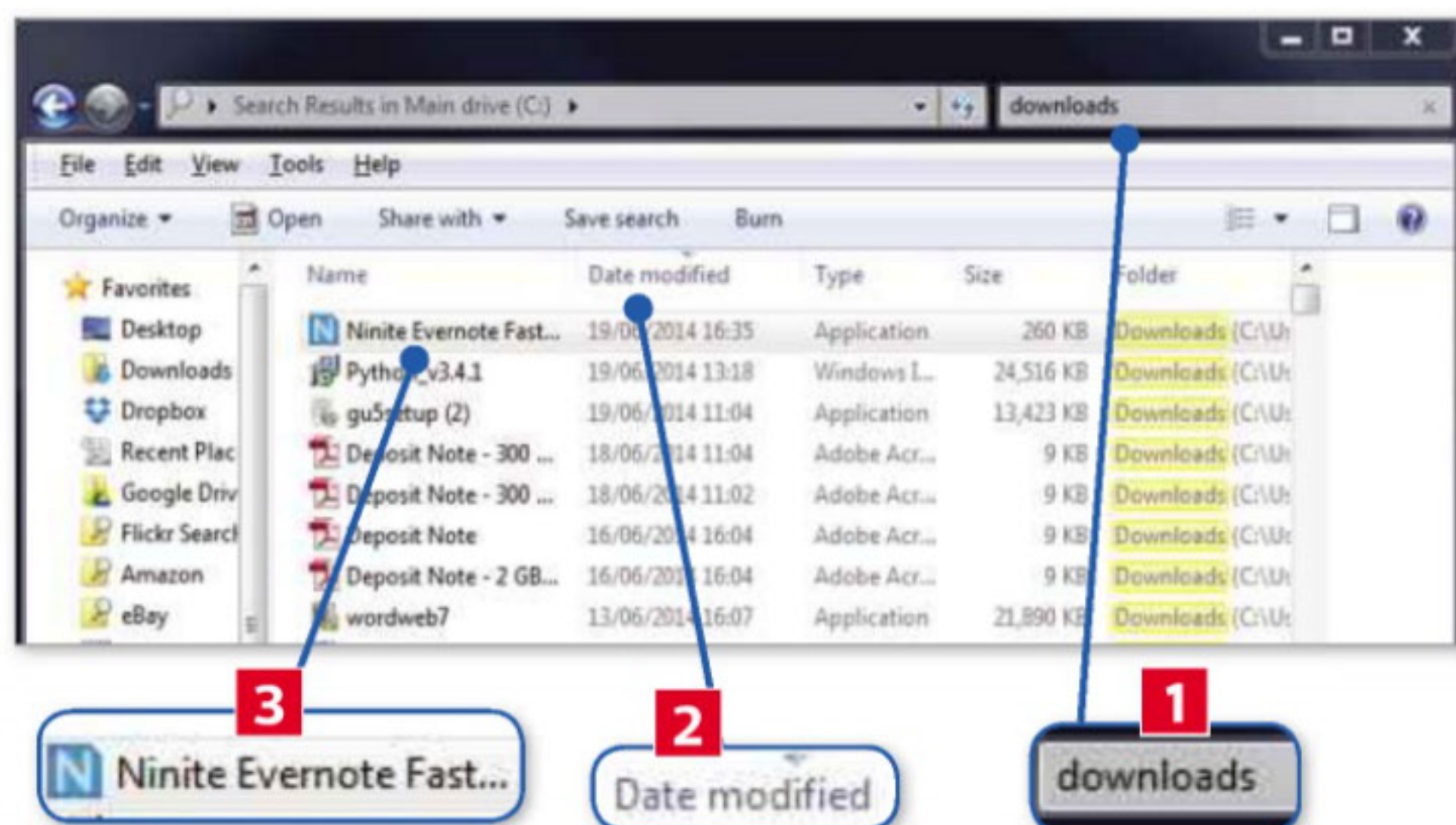


**STEP 3** You can now begin using the installed/updated programs. However, for new programs that require a login, you'll first need to accept the terms and conditions and sign in before using them. For example, open Evernote, tick the T&C box at the bottom left and then click OK. If you don't have an Evernote account, enter your email address, create a password and then click Register. If you have an account, click 'Already have an account' **1**, enter your username and password, tick 'Stay signed in' **2** and then click 'Sign in' **3**.



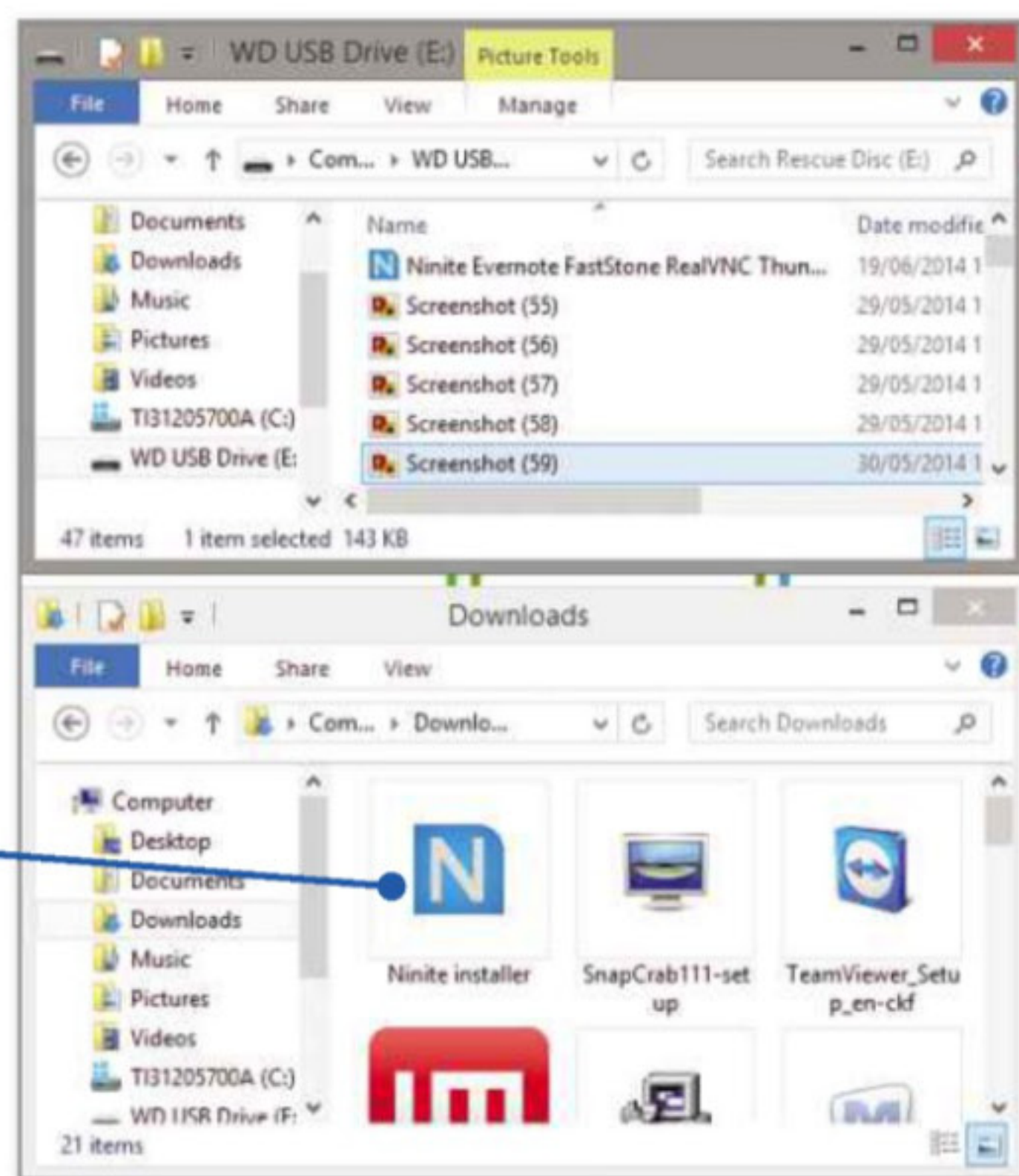


**STEP 4** In future if you want to see which of your installed programs have recently received updates, go to [www.ninite.com](http://www.ninite.com) and click the 'more news' link beneath the 'Always Up-to-date' list. The best way to update the programs you've downloaded is to run the Ninite installer from your PC. To do this, click the Start button **1**, type **ninite** **2**, click the Ninite installer **3** and then click Yes.



**STEP 5** You can install the same programs onto another PC by running the Ninite installer on it. You can transfer the Ninite installer to your other PC via email or a cloud-storage service, but we'll show you how to do this using a USB stick. Plug your USB stick into your PC, open your C Drive and type **downloads** in the search box **1**. Click 'Date modified' **2** to filter your programs according to the date you downloaded them. Copy the Ninite installer **3** and paste it to your USB stick.

**STEP 6** Plug the USB stick into your other PC, double-click the Ninite installer's icon on the USB and click Yes. As in Step 2, Ninite downloads the latest versions of the programs or updates programs if they're already installed. Copy and paste the Ninite installer from the USB stick onto a folder on this PC and rename the installer **1** if you want to. Click this whenever you want to update all the programs on this PC in one go.



Name	Publisher	Installed On	Size	Version
Google Drive	Google, Inc.	20/06/2014	36.6 MB	1.16.6866.4367
Mozilla Maintenance Service	Mozilla	20/06/2014	341 KB	30.0
Mozilla Firefox 30.0 (x86 en-US)	Mozilla	20/06/2014	67.8 MB	30.0
Evernote v. 5.4.1	Evernote Co	19/06/2014	215 MB	5.4.1.3962
V2 VNC Viewer 5.2.0	RealVNC	19/06/2014	8.51 MB	5.2.0
V2 VNC Server 5.2.0	RealVNC	19/06/2014	23.2 MB	5.2.0
Mozilla Thunderbird 24.6.0 (x86 en-US)	Mozilla	19/06/2014	48.0 MB	24.6.0
Glary Utilities 5.2	Glarysoft Ltd	19/06/2014	5.2.0.5	
FastStone Image Viewer 5.1	FastStone Soft	19/06/2014	5.1	
WinRAR 5.10 (64-bit)	win.rar GmbH	19/06/2014	5.10.0	
Opera Stable 22.0.1471.70	Opera Software ASA	18/06/2014	22.0.1471.70	
Microsoft Office Standard 2010	Microsoft Corporation	13/06/2014	14.0.7015.1000	
Compatibility Pack for the 2007 Office system	Microsoft Corporation	12/06/2014	263 MB	12.0.6612.1000
Facebook Video Calling 2.0.0.447	Skype Limited	02/06/2014	12.0 MB	2.0.447

**STEP 7** You can't uninstall all the programs you downloaded in one go because Ninite is not a program that downloads to your PC. You'll need to uninstall each program individually. Open your Control Panel, click 'Uninstall a program', then click Installed On **1** to list the programs according to when you installed them. Double-click the one you want to uninstall and follow the instructions. ●



## Make your phone's buttons bigger

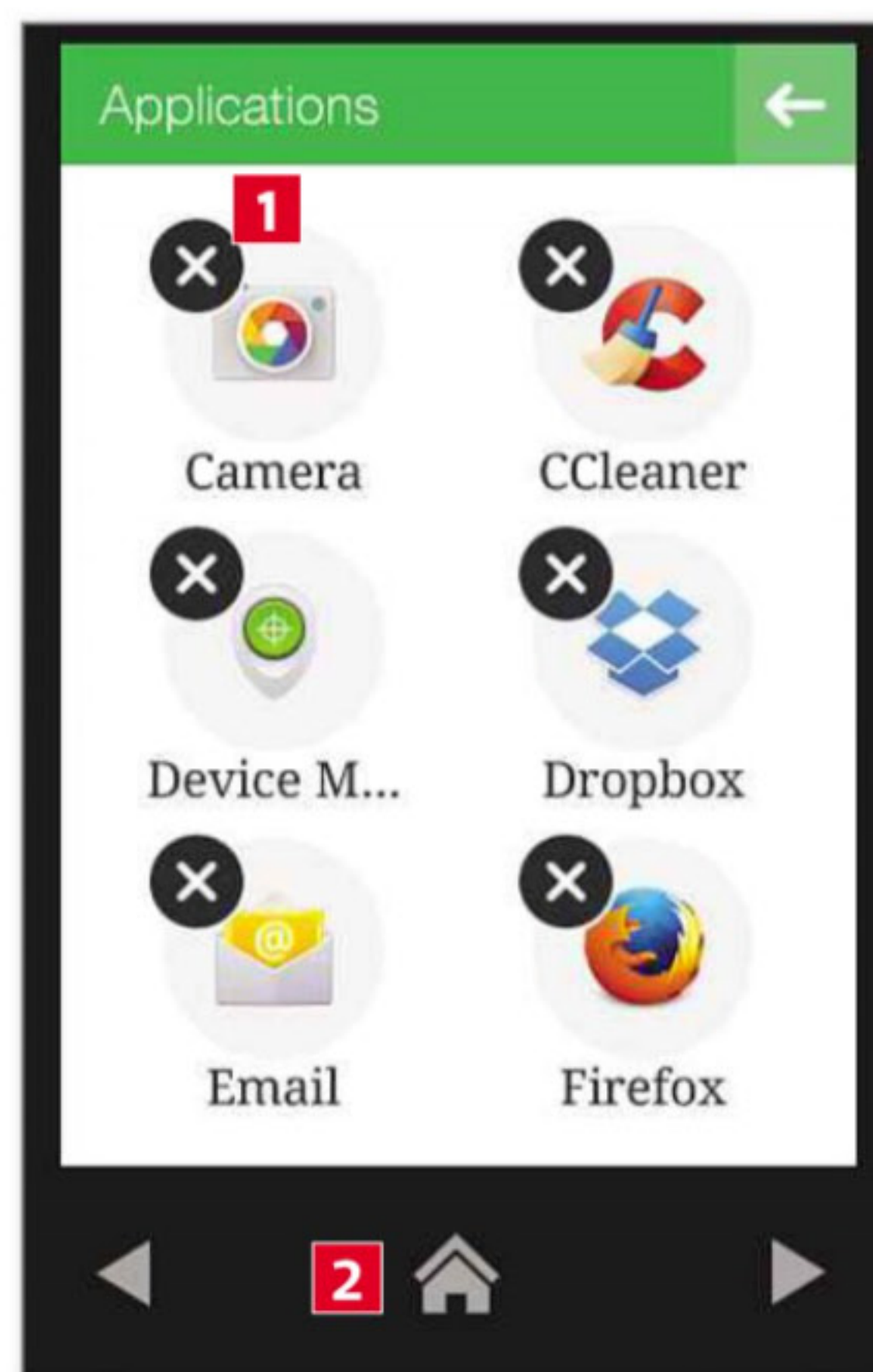
**What you need:** Android (4.0 and upward); Wiser Simple Launcher **Time required:** 15 mins

**W**iser ([www.snipca.com/12504](http://www.snipca.com/12504)) is a new free Android launcher that lets you customise your device by replacing your homescreen with one containing six large icons that give you access to all your main apps. It also contains three more screens – one for

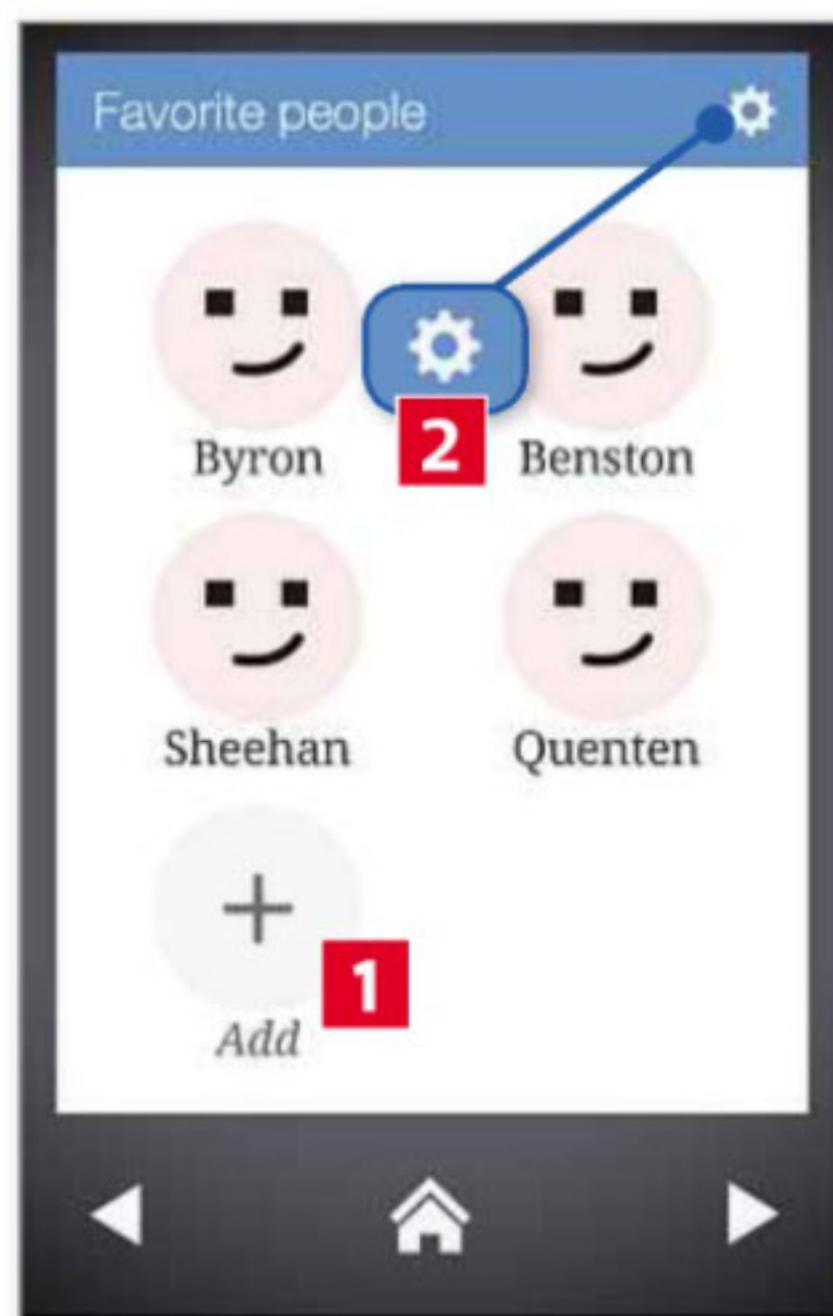
your favourite contacts and two screens for apps you use the most. It removes elaborate phone features such as multiple homescreens, apps and widgets. This combination of big buttons and simple features helps to make your phone much easier to use.



**STEP 1** To install Wiser Launcher on your phone, tap Play Store, then the Search icon at the top right. Next, type **wiser launcher** and then tap the Search icon at the bottom right of your keyboard. Tap the first option – 'Wiser – Simple Launcher', the Install button and then Accept to install it. Tap Open, 'OK Got it' on the message screen, then tap Wiser and Always to set it as your default launcher. You'll instantly see a different homescreen with bigger buttons and arrows pointing left and right. To access your Contacts **1** and phone Applications **2**, tap those icons. To go to the Play Store or add a contact, tap the button at the top right after tapping Applications or Contacts.



**STEP 2** Add contacts that you call or message often by tapping the right arrow to go to the 'Favorite people' screen, then tapping the Add icon **1**. You'll see your phone's contact list with big options for each contact. Tap a contact that you want to add to this screen and repeat the process to add more of your favourite contacts (up to six). Another way to search for and add contacts is to tap Search after tapping Add, type the name of the contact you want to add and then tap the contact. If you want to delete a contact you've added to this screen, tap the Settings icon **2** and then tap the X beside that contact.



**STEP 3** In the same way, you can add the apps you use the most in the two Application screens (each containing a maximum of six apps). Tap the right arrow to get to the first Applications screen. Next, tap Add, navigate to (or search for) an app that you want to add and tap it. This adds it to your Application screen. Tap the right arrow and then repeat this for the next Applications screen. Tap the top-right Settings cog icon and the X **1** beside an app you don't want to remove from the screen and tap the Home icon **2** to return to your homescreen.

### NEXT ISSUE

- Turn any photo into a password
- Stop programs that launch without you knowing
- Connect any printer to your Linux PC
- Synchronise notes across every device

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ON SALE  
23 July



## TIP OF THE FORTNIGHT

### Set an expiry date on sent emails and revoke access

My daughter and I run a printing business and we send dozens of emails every day. Many of these contain sensitive information that we'd rather wasn't forwarded. On occasions, because our contact list is quite extensive, I've even inadvertently sent emails to the wrong person. A client recently told

me of a new service called Virtru which lets you encrypt emails, prevent them being forwarded, revoke access to them and even give them expiry dates, at which point the emails disappear.

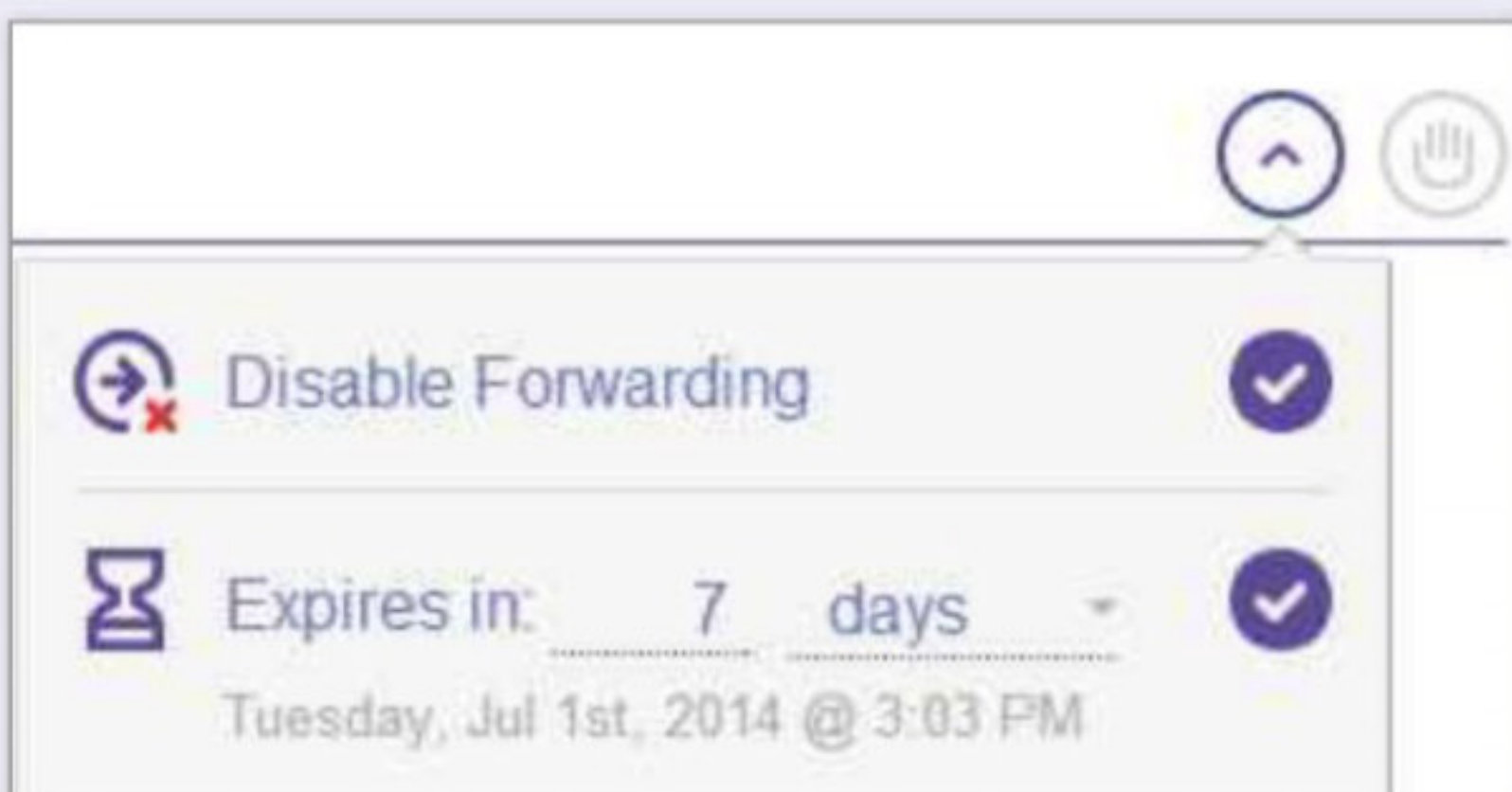
We use it in Google Chrome in combination with Gmail, but Virtru also works within Firefox and with email services, including Yahoo Mail and Outlook. (it's "coming soon" in Internet Explorer).

In Google Chrome, go to [www.snipca.com/12569](http://www.snipca.com/12569), click Install beside Google Chrome

and then click Add. When you log into Gmail, you'll need to click Activate, then Agree. Type your email and click the dropdown menu on the Virtru header at the top. Tick Disable Forwarding, tick the 'Expires in' field and click a number beside the day dropdown menu. Next, click Secure Send to send your encrypted email.

Click Sent Mail at the left of the Gmail window and open the email you sent. Click the Virtru dropdown menu (see screenshot) to see your forwarding and expiry settings (which you can change). Click the grey palm icon to revoke access to your email. The email recipient will need to click 'Open in Secure Reader' to decrypt your email and open it in a new tab.

Eileen Stoppard



The winner of every Tip of the Fortnight wins this exclusive Computeractive mug!



#### DOWNLOADS

##### Move your default Downloads folder to another drive

✓ My main drive (C) was fast running out of storage space. I, therefore, decided to create a new default Downloads folder for all my web browsers (Internet Explorer, Firefox and Chrome) on my **partitioned** drive (E) to stop the main drive filling up so quickly.

To do the same, first create a new Downloads folder on your partitioned drive. In Internet Explorer (IE), click the top-right cog icon, 'View downloads' and then Options at the bottom right. Click Browse beside the 'Default download location' folder, navigate to the new Downloads folder you created, click Select Folder, OK and Close.

In Firefox, click the three parallel lines at the top right, Options, then Browse (next to 'Save files to'). Navigate to the new Downloads folder, click Select Folder and then OK.

In Chrome, click the three parallel lines at the top right, then Settings, and 'Show advanced settings' at the bottom. Click Change (next to 'Download location' in the Downloads section), navigate to the Downloads folder and then click OK.

Des Pike

#### CLOUD STORAGE

##### Access and restore earlier file versions in OneDrive

✓ I was glad to hear that OneDrive (<https://onedrive.live.com>) is increasing the amount of free storage space it offers from 7GB to 15GB. I use Word Online in OneDrive, which means documents I create are automatically saved as I type. Recently, I was working on a document when I realised I needed an earlier version of it. Fortunately, OneDrive not only lets you retrieve earlier versions of a file, but also lets you download it to your PC.

Open OneDrive, right-click your file and then click 'Version history'. If the file

has multiple versions, the current version will open in a new tab, with previous versions listed on the left. Click the date and time of the version you want to retrieve to reveal two



options – Restore and Download (see screenshot). Clicking Restore will open this previous version in a new tab, letting you edit it. Click Download to download this file to your PC.

Bryon Lewis

#### NOTE-TAKING

##### Link text to other notes in Evernote

✓ My son introduced me to Evernote ([www.evernote.com](http://www.evernote.com)) and I now use it regularly to create notes, to-do lists and reminders. I like the fact that I can create and sync notes across my Android phone, iPad, Desktop program and the Evernote website. I was using Evernote the other day and came across a feature I hadn't seen before, which lets you create hyperlinks in one note that can be clicked to take you to another.

To do this, right-click the note you want to link to and then click 'Copy Link to Clipboard'. Go to the note in which you want to place the link, right-click and then click Paste. The title of the note you're linking to will form the name of the hyperlink. Clicking the hyperlink takes you directly to the linked note. You can also link to notebooks in Evernote using this method.

Christopher Wayne



# Phone and Tablet Tips

Brilliant things to do on your device

## ANDROID

### Copy multiple sections of text to paste later



Android devices don't include a clipboard that lets you copy multiple sections of text individually and then paste them elsewhere in whatever order you want. That's exactly what the new free app Copy Bubble ([www.snipca.com/12575](http://www.snipca.com/12575)) does. Open the app, swipe across the tutorial screens and then tap 'Click to Enter'. Exit the app to see a small orange floating icon on your screen with '0' in it. Next, copy text from any webpage or app. To do this, long-press anywhere on your screen, tap and drag the sliders to highlight the text you want copied and then tap the Copy icon (see screenshot, right). The number in the floating bubble will increase to 1, 2, 3 and so on as you add sections.

Tap the floating icon to see all the sections of text that you've copied. Tap the Share icon below the section of text you want to paste and tap an app (such as Gmail, Evernote or Pocket) to paste the text there.

To remove the floating icon from your screen, swipe down to access your notifications and tap the 'X' beside Copy Bubble Float.

## iOS

### Create different vibration patterns for each contact



The iPhone lets you set different Ringtones or Text Tones for each of your contacts, which let you know who's calling or texting you without looking at your phone. Similarly, you can set your own vibration patterns for each contact when your iPhone is on Vibrate mode.

To do this, tap Contacts then tap a contact you want to add a specific vibration pattern for. Tap Edit at the top

right, scroll down and tap Vibration below Ringtone. Tap one of the vibration patterns (such as Alert, Heartbeat or Quick) to change the default vibration (Staccato) and then tap Done. Tap Vibration below Text Tone and do the same thing.

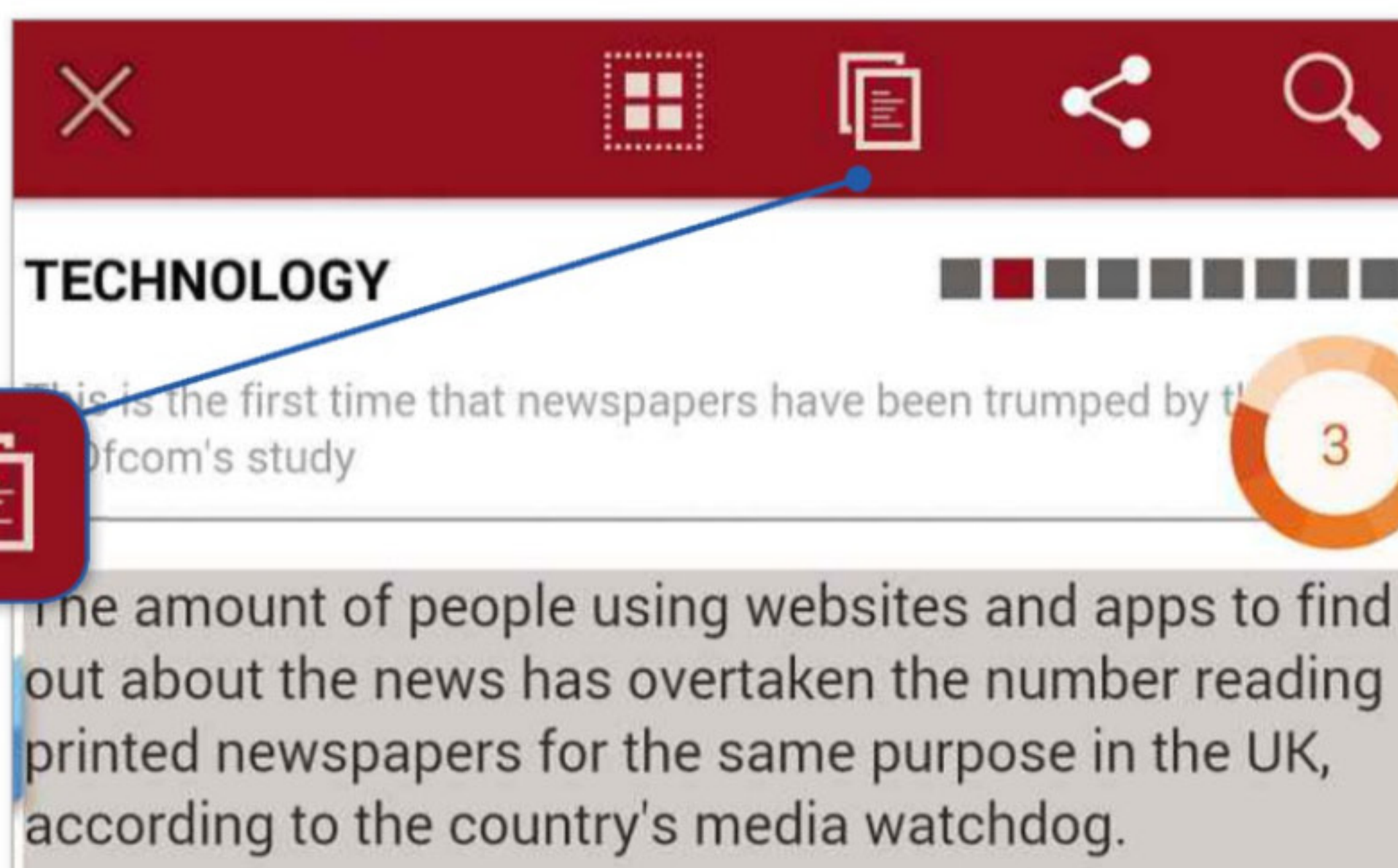
## ANDROID

### Find out how much you've walked in a month



Google Now has a hidden setting that lets you know approximately how many miles you've walked in a month. You'll see this as a Google Now notification card at the beginning of every month, which compares the distance you've walked in the past two months in a graph.

Tap the blue Google app, scroll to the bottom, tap the Magic Wand icon, 'Everything else', 'Continue to get activity summary' and then tap Yes (from No). Tap Yes if you get a notification to turn on your Location Reporting and Location History so Google can track your walking. You obviously need to keep your phone in your pocket for this to work.



## Best New Apps

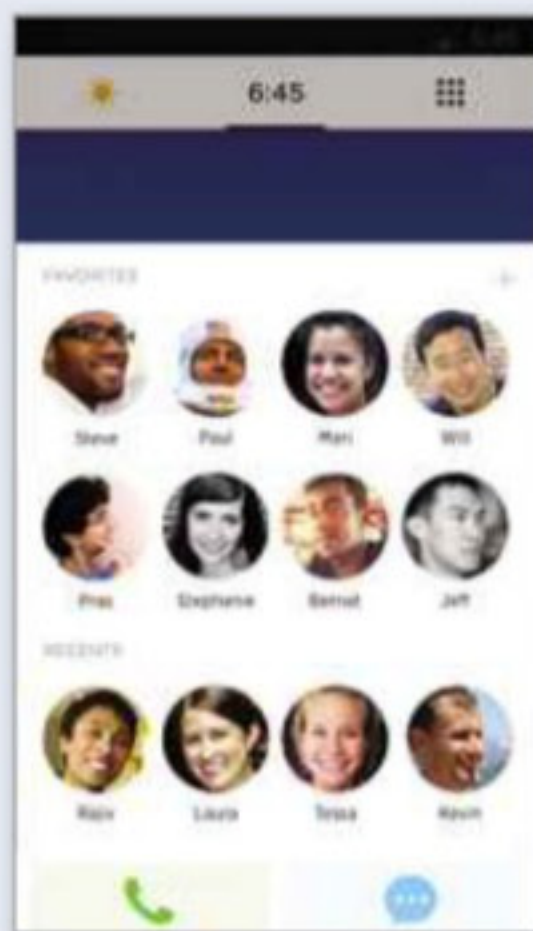
What you should install this fortnight

### Yahoo Aviate Launcher

Free

Android: [www.snipca.com/12577](http://www.snipca.com/12577)

Now out of beta, this phone launcher automatically organises your apps into collections (Productivity, News, etc). A new feature lets you swipe up from the bottom to see a list of favourite contacts that you can then call or text. Another screen arranges apps alphabetically.

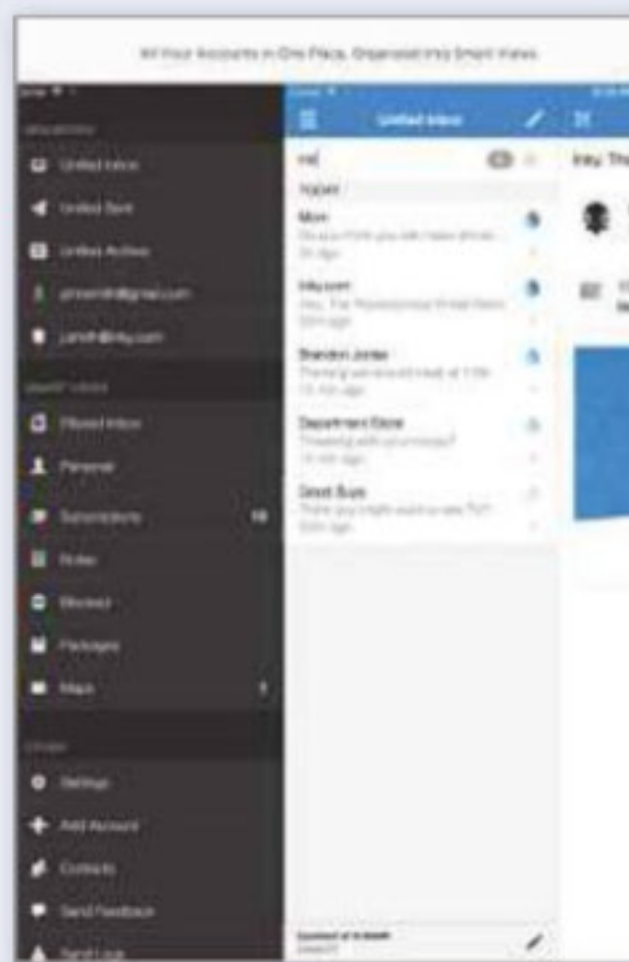


### Inky Mail

Free

iOS: [www.snipca.com/12578](http://www.snipca.com/12578)

This email app supports all email clients (Gmail, Hotmail, etc) and lets you unsubscribe from unwanted newsletters in one tap. It filters your email into categories (Personal, Deals, Notes and more) and also lets you download old email over Wi-Fi. Tap any address or postcode to see its location on a map.

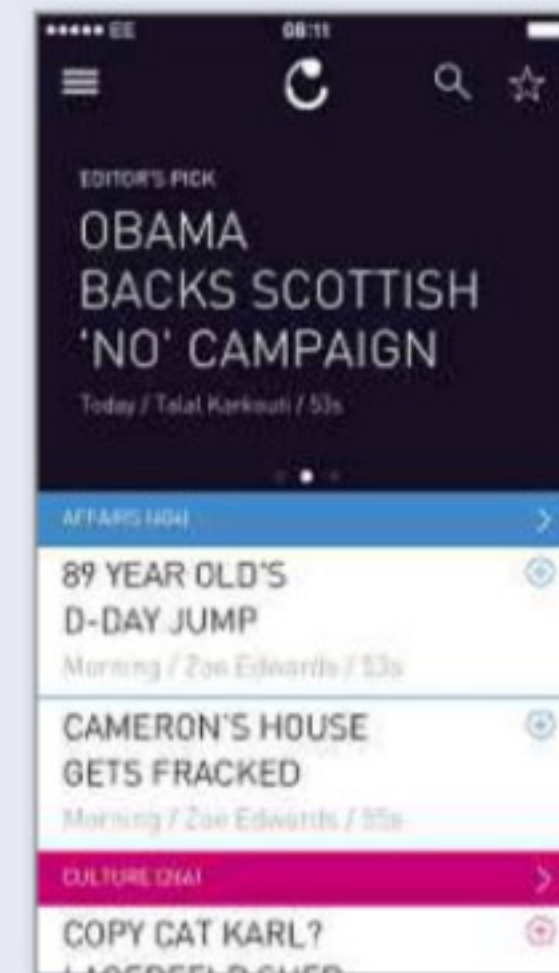


### Clippet

Free

iOS: [www.snipca.com/12579](http://www.snipca.com/12579)

Clippet delivers 10 one-minute audio clips every morning and evening featuring the latest news. You can select up to four categories and it also has an offline mode that lets you listen to clips without an internet connection. Tap Explore to find out more about a clip.





iOS

## Play YouTube tracks even when you're offline

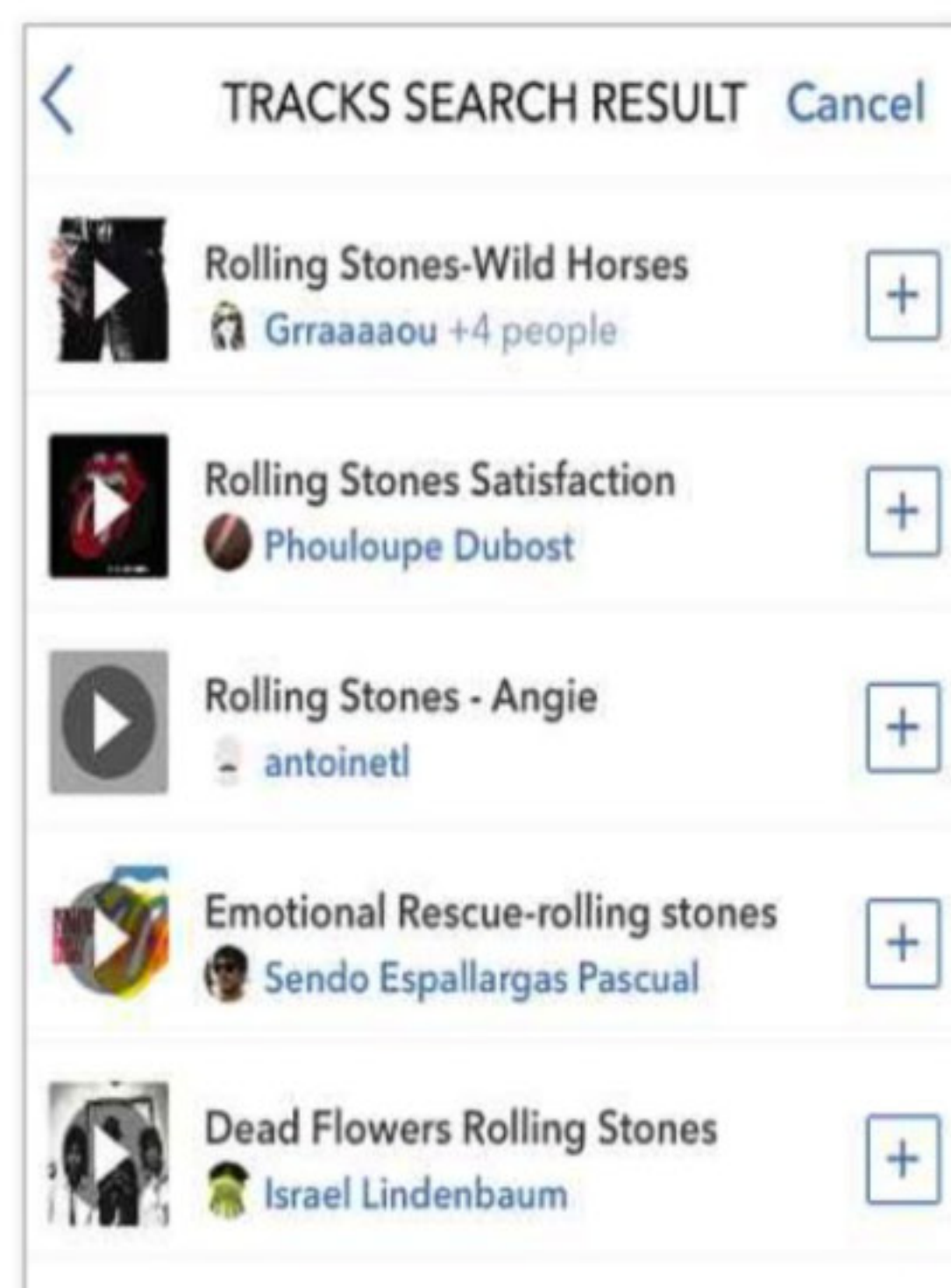


A new free iOS app called Whyd ([www.snipca.com/12576](http://www.snipca.com/12576)) lets you create your own playlists from the music services YouTube, SoundCloud and Vimeo and listen to these tracks even when you're offline. You can also find tracks that others have placed in their Whyd playlist and add them to your own.

Open the app, tap Sign Up With Email, enter your details (name, email, password) and then tap Next. Tap the genres you like and then tap Next. Tap the 'X' icon at the top right of the next screen (unless you want to follow other users' playlists).

To find and add tracks to your playlist, tap the Search icon at the top right, type the name of the track or artist that you want and then tap See More below Tracks (or Playlists). Tap the '+' sign beside a track you want to add (see screenshot, below) and then tap Done. Once you're finished, tap the top-left arrow, Cancel and then the three lines at the top left to see all the tracks you've added. Tap Play All to start playing them even when you turn off your screen or are in an area with no mobile reception or internet connectivity.

You'll only find tracks other people have added. To find a song that hasn't been added, check to see if it's on YouTube, SoundCloud or Vimeo. If it is, go to ([www.whyd.com](http://www.whyd.com)) on your PC, log in to your account, click '+Add track' at the top right, copy and paste the track's URL and then click Add.



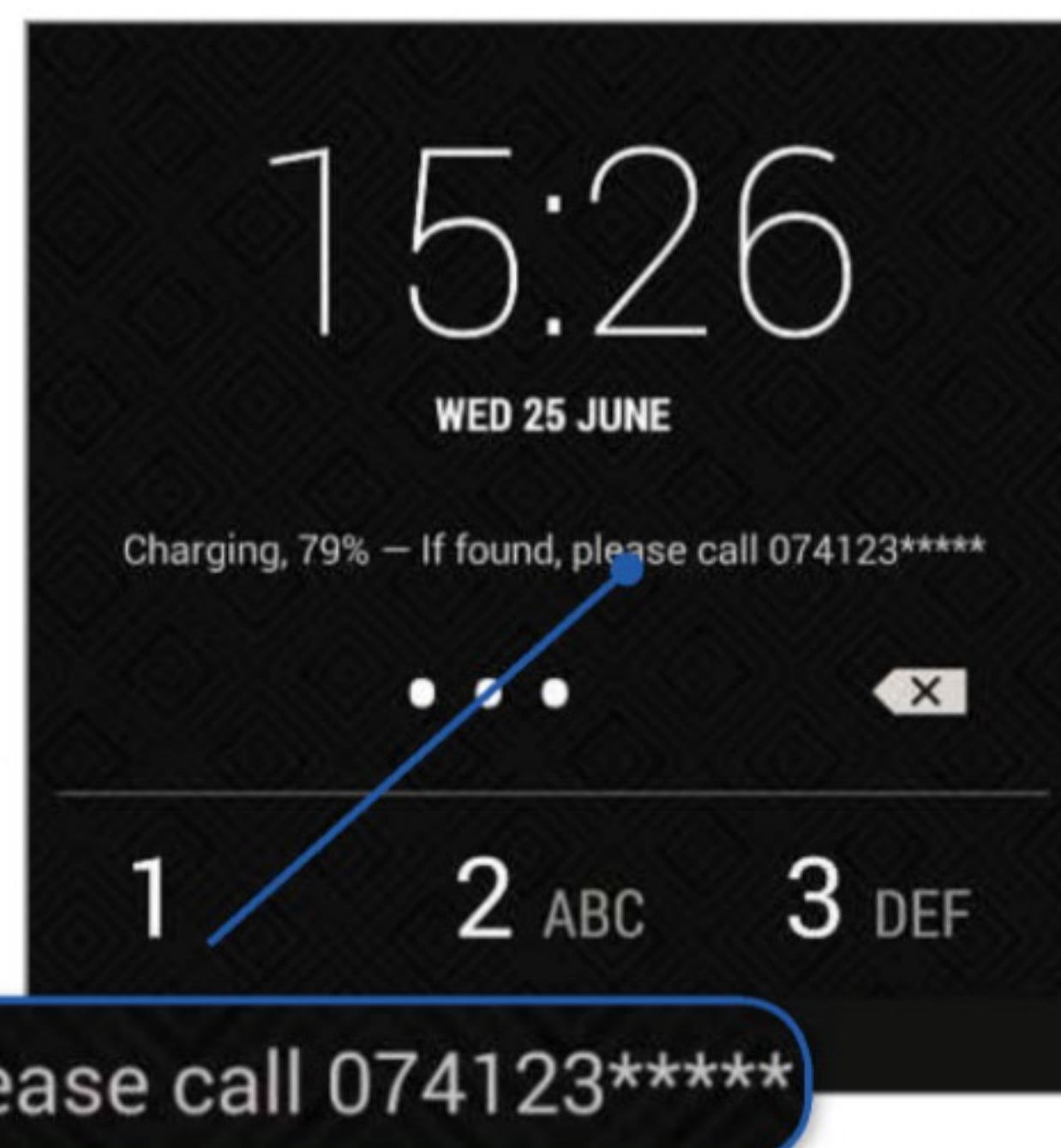
ANDROID

## Display emergency contact details on your lock screen



We highly recommend locking your Android device with a passcode. This will prevent someone who finds your lost device from using it. However, if that person wants to get in touch with you (say, to return your phone), there's little they can do if your phone is locked (because they won't be able to access your Contacts). The best way to resolve this is to add an emergency message on your Android lock screen.

To do this, tap Settings, Security and then tap 'Owner info'. Tick 'Show owner



info on lock screen' and type the message you want to appear on your lock screen.

## Games With Kids

What to play together on your phone and tablet

AGES 0-5

### Animal Sounds Play Kids

Free [www.snipca.com/12580](http://www.snipca.com/12580) (Android)

Free [www.snipca.com/12581](http://www.snipca.com/12581) (iOS)

This app has three mini-games – Museum, Little Piano and 'Guess the animal' – aimed at helping your kids recognise animals. It introduces your toddler to more than 30 different animals in their surroundings. The animals make sounds when you tap them with a voiceover telling you what it is.



AGES 6-10

### KidWords – Crossword puzzles

Free [www.snipca.com/12582](http://www.snipca.com/12582) (Android)

Free [www.snipca.com/12583](http://www.snipca.com/12583) (iOS)

KidWords will increase your child's vocabulary while getting them interested in crosswords. It lets them set the number of words and difficulty level. They then need to make words from the images provided.



AGES 11-16

### 8 Ball Pool

Free [www.snipca.com/12584](http://www.snipca.com/12584) (Android)

Free [www.snipca.com/12585](http://www.snipca.com/12585) (iOS)

Tap and turn your cue to position it at the right angle then slide and release the cue slider on the left to give power to your shot. It's a turn-based game that's great fun to play with teenagers who think they're a wizard down the pool hall.





### WINDOWS 7, 8, 8.1

#### Minimise unwanted Desktop programs quickly



If you tend to have lots of programs open at the same time but get frustrated by your cluttered Desktop, there's a quick way to minimise all of them except the one you're using. To do this, click any blank space on the header bar of the program you're using and shake your cursor in a zig-zag motion. All other open programs will minimise to the taskbar. To maximise these programs, simply repeat the process (click and shake your program's header).

### WINDOWS 8.1 TABLETS

#### Disable the onscreen keyboard on your tablet



You can easily disable the onscreen keyboard on Windows tablets if you prefer to attach and use a physical keyboard.

To do this, in the Modern tile interface type **device manager** and open Device Manager. Next, click through 'Human Interface Devices/HID-compliant device/HID Compliant Touch Screen', then click the small triangle beside it to expand it.



Right-click 'HID-compliant touch screen', click Disable then Yes to confirm. The onscreen keyboard on your device will now be disabled.

### WINDOWS 7

#### Get an energy report of your PC



Through a simple Command Prompt hack, you can get a detailed Power Efficiency Diagnostics Report of your PC. This will highlight problems you can fix to conserve power, though you shouldn't attempt to fix these yourself unless you feel confident. You can always print the report, as we'll explain, to show to a qualified technician.

First, create a new folder in your C Drive and name it 'Report' – this is where your report file will be saved to. Next, you'll need to enter your Command Prompt with Administrator privileges. To do this, click the Start button, type **cmd**,

### WINDOWS 7, 8, 8.1

#### Customise your taskbar and add items



There are numerous ways to customise your taskbar. These include reducing the size of its icons, making it fade from view when you're working on other programs, and adding an address bar and quick-access onscreen keyboard to it.

To customise your taskbar, right-click it, click Properties, tick 'Auto-hide the taskbar' and 'Use small icons' (see screenshot), click Apply, then OK.



You'll now notice the icons on your taskbar have shrunk and that when you move your mouse away from it, the taskbar fades into the bottom of your screen. Move your mouse toward it and it will reappear.

Right-click the taskbar and click Properties again. This time, click the Toolbars tab, tick the boxes beside Address, Links, Tablet PC Input Panel and Desktop, click Apply and then OK. You'll now see these appear on your taskbar. Click the two arrows beside Desktop on your taskbar to access your open programs and Desktop icons. Click the two arrows beside Links to see a list of your favourite websites in Internet Explorer. Type a website URL in the Address bar and press Enter to open it in your browser. The Tablet PC Input Panel is represented by a small notepad icon with a pen. Click it then use your cursor to draw letters – your note will be converted into text. Click the keyboard icon at the top left if you prefer typing using an onscreen keyboard. To undo any of these changes, right-click the taskbar, click Properties, untick the items you don't want, click Apply and then OK.

right-click 'cmd' under Programs, click 'Run as administrator' and then Yes. In the Command Prompt, type the following command: **powercfg -energy -output \Report\Energy\_Report.html** (see third line in screenshot right) and press Enter. After 60 seconds analysis, you'll see a message informing you your report

has been generated.

Open the Report folder you created and click the 'Energy\_Report' HTML file to open the report in your browser. You can now print your report and show it to a technician, who'll tell you whether or not you need to make changes to your system. In most cases, you won't have to.





## POWERPOINT

### Create captioned photos and save them as image files

If you want to create captions for your photos, one way is to use PowerPoint. The process is simple: import a photo from your PC, add a textbox to it, type a caption, customise the textbox and text and then save the whole thing as a picture.

In PowerPoint, click the Insert tab, the Photo Album dropdown menu (in the Images section), and then New Photo Album. Click the File/Disk button at the top left, navigate to the photo you want to caption, click Insert, then Create.

In the slides panel, your first slide will contain the name of your album. Click the second slide to display your photo. To add a textbox to it, click the Insert tab, then the Shapes dropdown menu and select a shape from the Rectangles section. Click in the part of the photo where you want to insert the caption, then click and drag the shape's handles



to resize it how you want. Right-click inside the shape, click the Shape Fill dropdown menu and select a colour for your caption box (see screenshot).

Next, click the Shape Outline

dropdown menu (beside Shape Fill) and select a colour for the border. Click the Text Box icon at the top, click inside your shape and type a caption. Select the text to highlight it, click the Font Color dropdown menu and select your text colour.

Now click anywhere on the image, then press Ctrl+A to select all the elements (including the caption you've created). Right-click the image, click 'Save as Picture',

give your picture a name, navigate to where you want to save it on your PC and then click Save. You'll see it saved as a .PNG file, which is a high-quality image file that can be edited or printed.

## OUTLOOK

### Customise your Outlook notes

Outlook 2007 and 2010 has a lesser-known feature that lets you create notes, which can be used to type reminders or to copy and paste important content from emails. We'll show you how to create notes and customise their size, colour and fonts.

To create a new note, click the New Items dropdown menu at the top left, move your mouse over More Items and then click Note. Type (or copy and paste) whatever you want into it, click the small icon at the top left, then click Save As. Rename the note and save it.

To customise your notes, click File at the top left, Options and then 'Notes and Journal' (in Outlook 2007, click Tools at the top, Options and then Note Options). Click the 'Default color' dropdown menu and select the colour you want for your notes. Next, click the 'Default size' dropdown menu and select Small or Large, then

click the Font button and select the style and size of font you want (see screenshot below left). Click the Color dropdown menu, select the font's colour and then click OK. Untick the box if you want to remove references to when the note was modified and then click OK.

## WORD & EXCEL

### Add spreadsheet content to Word documents quickly



There's a quick way to copy all the content from an Excel spreadsheet and paste it into a Word document – without opening the spreadsheet. You can then edit the cell values directly from your document. First, right-click your Excel spreadsheet file and click Copy. Next, open your Word document, right-click the area in the document where you want to paste the contents of the Excel file, then click the Paste icon (under Paste Options). All the Excel cells in your spreadsheet will now appear in your document.

If you want to change any of the values in the cells, double-click inside the cells you pasted

	E	F	G	H
10		April	May	June
11	Grocery	499	545	457
12	Rent	1200	1200	1200
13	Petrol	230	190	270
14	Other	120	190	175

(column and row headers will appear around the cell – see screenshot above). Change the values you want and then click anywhere outside the cells to lock them. Using the same method, you can also copy and paste content from one Word document into another.

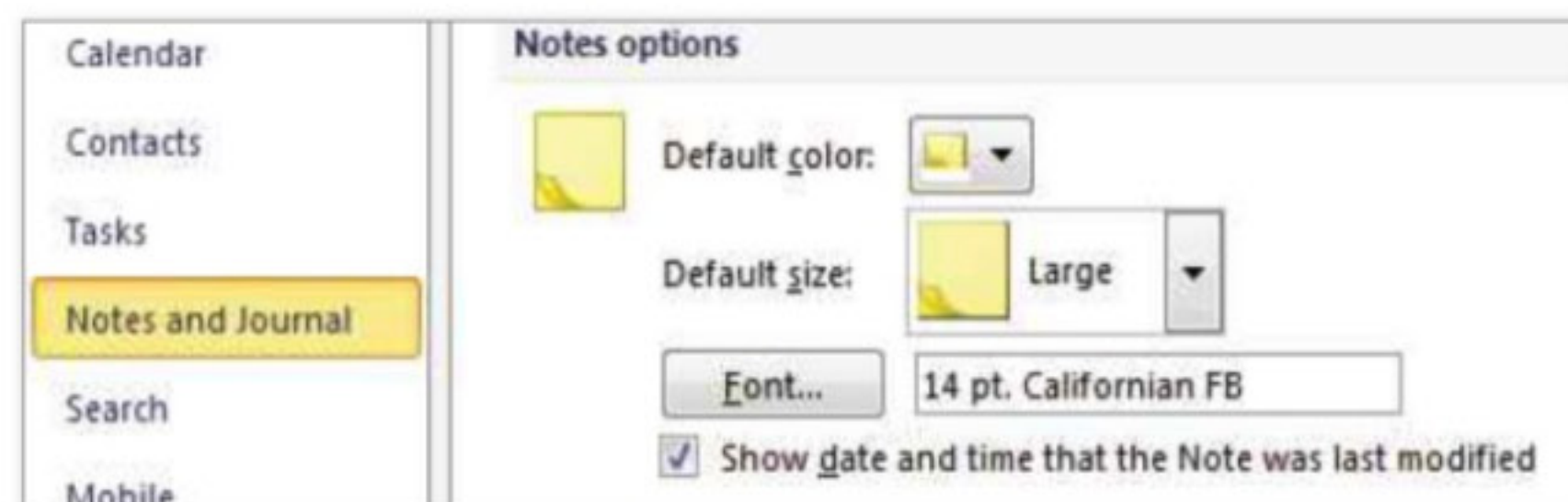
## ONENOTE

### Search for specific words in your recordings



If you make audio and video recordings in OneNote, there's a handy way to quickly find specific words within them.

Click File at the top left (Tools at the top in Office 2007), Options, 'Audio & Video', tick the box below ('Enable searching audio and video recordings for words') and then click OK. Next, click the search bar at the top right, type the words you want to search for and the search results box will display your video and audio files if it finds those words in it.







# Google Chrome

Search your Gmail inbox, create shortcuts and master Chrome's Task Manager

## Speed up Chrome by killing processes that slow it down

To update Chrome to the latest version (35), click the Chrome menu (three horizontal lines at the top right), then About Google Chrome. Follow the instructions to update and restart your browser if necessary.

If you find that Chrome is exceptionally slow or crashing on a regular basis, it may be because one of its processes (displaying websites or running **extensions**) is slowing it down. Much like your Windows PC, Chrome has its very own Task Manager, which you can use to monitor its processes and terminate ones causing problems. To access Chrome's Task Manager, click the Chrome menu, move your cursor over Tools, then click 'Task manager'. Under Browser at the top, you'll see a list of all open websites and extensions currently running in Chrome, and what percentage of your **CPU**'s capacity each is using. If you notice a process's percentage is consistently higher than 5, click it and then click

Task	Memory	CPU	Network	Process ID	FPS	NaCl debug port
Browser	275,940K	5	0	4900	N/A	N/A
Tab: Tech News	179,844K	0	0	4320	0	N/A
Tab: All			0		0	
Tab: About Memory	18,656K	0	0	5928	0	N/A
Tab: New Tab	59,896K	0	0	5568	0	N/A
Tab: New Tab			0		0	
Tab: 50 tips and tricks for Chrome power users   Web browsers - Info...	84,120K	1	0	4704	0	N/A
Tab: Extensions	26,236K	0	0	5332	0	N/A
App: New words list 5 - Google Docs	75,452K	0	0	5304	0	N/A
Tab: Ofcom   Protection for consumers against mid-contract price ri...	74,048K	0	0	5520	0	N/A
Tab: Relish 4G broadband wants London to ditch landlines   Broadba...	103,312K	0	0	4520	0	N/A
Incognito Tab: Outlook.com - rob_zak@outlook.com	118,624K	0	0	1464	0	N/A
Extension: Adblock	75,680K	0	0	2036	0	N/A
Extension: "Split Screen"	11,340K	0	0	4168	0	N/A
Extension: Chromebleed	13,796K	0	0	4136	0	N/A
Background Page: Feedly - News, Blogs and Youtube	17,260K	0	0	4344	0	N/A
GPU Process	38,692K	0	N/A	4368	N/A	N/A

The Task Manager lets you see how much power individual processes within Chrome are using

'End process' at the bottom right.

## Search your Gmail inbox from Chrome's address bar

Typing something into Chrome's URL bar (also known as omnibox) and pressing Enter searches the web using your default search engine, but did you know you can also use it to search emails in your Gmail inbox? Right-click the URL bar, then click 'Edit search engines'. Scroll to the

bottom of the 'Other search engines' box, type **Gmail** into the first and second boxes, and in the third (URL) box, type <https://mail.google.com/mail/ca/u/0/#search/%s> then click Done. Now, whenever you want to search your Gmail inbox, just type **gmail** into the URL bar and press the Tab key until the blue Search Gmail box appears. Type whatever you want to search for, then press Enter to view your Gmail search results.

## Create keyboard shortcuts for extensions

Chrome lets you create keyboard shortcuts for extensions, so you can open them quickly.

To do this, type **chrome://extensions** in the URL bar and press Enter. In the Extensions tab, scroll down and then click 'Keyboard shortcuts' at the bottom right. A box will appear with all your Chrome extensions. Click the text box next to the extension you want to add a shortcut to. When the box prompts you to 'Type a shortcut' (see screenshot) use any combination of Ctrl, Shift or Alt keys along with a number or letter of your choice. For example, your Gmail shortcut could be Ctrl+G or Shift+G. Click OK when you've finished adding all your shortcuts.



Choose your keyboard shortcut when prompted to 'Type a shortcut'

## Add events to your Google Calendar quickly

Aside from searching your Gmail inbox, you can also add entries for Google Calendar by typing them into the URL bar. Navigate to the search engines list (see Gmail tip above). Once you've scrolled to the bottom of the 'Other search engines' window, type **Calendar** into the first and second boxes. In the third one type <http://www.google.com/calendar/event?ctext=%s&action=TEMPLATE&pprop=HowCreated%3AQUICKADD>, then click Done. Now, each time you want to enter something in your calendar, type **cal** into the URL bar, press the Tab key until Search Google Calendar appears, and type your calendar entry, (for example, **Buy next issue of Computeractive on 23 July at 8am**). Press Enter to be taken to your Google Calendar with all the information you just typed. Make any changes you need, then click Save.



# Amazon Fire Phone

We go beyond the headlines to examine the most-hyped new product of 2014 so far

## What is it?

Amazon's first smartphone, a 4.7in device with a 13-megapixel camera and unlimited storage for your photos on Amazon Cloud Drive. It's released in the US on 25 July, and we expect it to arrive in the UK later this year.

## Why has Amazon made a phone?

Because it wants you to spend even more money on its site. It hopes you'll do this by using the built-in Firefly app, which recognises an item near you and then gives you the option to buy it quickly on Amazon.

## How does it do that?

By scanning an object then linking to its Amazon page. So, for example, if you're out shopping and spot something you'd like to buy, you can use Firefly's camera to take a photo of it (or the barcode), then instantly go to Amazon to buy it. High-street shops will hate it, but then Amazon was already in their bad books before this.

Firefly also hears what you're listening to. If it recognises a song, it'll prompt you to download the artist's album or buy tickets to a gig. If it hears a TV theme tune, it'll encourage you to stream episodes through Amazon Prime Instant Video.

Basically, Amazon doesn't want you to shop anywhere else ever again.

## What if I don't shop on Amazon?

Then this phone isn't for you. The people who'll get most out of the Fire Phone are those who already spend a lot of money on Amazon's

services – not only the website, but also the Prime music- and video-streaming services. Amazon is aiming for world domination by extending its 'ecosystem' (to use fashionable – if annoying – terminology). This means it's trying to integrate its hardware with its software to tie you into its services, so you never need look elsewhere. Apple and Google already do this very successfully.

But if you currently use an Android device or an iPhone, it's hard to see why you'd want to switch. Plus, with prices starting at \$200 (for 32MB), it's not cheap. We expect UK prices to be around £200.

## Does it run Android?

Sort of. It uses Fire OS 3.5 ([www.snipca.com/12529](http://www.snipca.com/12529)), a version of Android heavily customised to promote Amazon's services. If you love Android on your current device, you won't like the way

Amazon has tweaked it on the Fire Phone, or previously on Kindle Fire tablets. You can see a list of all its built-in apps, alongside the bestselling ones on the Amazon Appstore at [www.snipca.com/12527](http://www.snipca.com/12527).

## Didn't the rumours make out it was a 3D phone?

Yes, and it does have a 3D interface called, somewhat pretentiously, Dynamic Perspective. Using specialised cameras it tracks the position of the user's head to display 3D images from different



The Dynamic Perspective system shows images in 3D, such as landmarks on maps

perspectives. Many people will love playing games in this way, but we think it looks more useful seeing landmarks in maps (see image left).

But perhaps the best thing about Dynamic Perspective is that it lets you scroll webpages or books just by tilting the phone, no fingertips required. This makes the phone incredibly easy to use with one hand. See if you're impressed by watching the video on the phone's homepage ([www.snipca.com/12525](http://www.snipca.com/12525)).



# Uninstall Software

# COMPLETELY

Is your PC clogged up with too much software? Jane Hoskyn reveals the best new tools for removing every last trace of problem programs



**M**ost of us head straight for the Control Panel when we want to remove a program from our computers. We click 'Uninstall a program', wait (and wait) for the list of programs to appear, scroll up and down wondering why there are so many programs we've never heard of, and

emerge from the mess half an hour later, not quite sure what (if anything) we've removed and what we've left behind.

Windows' built-in uninstaller is as half-hearted as it is frustrating. Uninstalling a program leaves behind a

trail of **Registry** litter, crash **logs** and other junk that can take up at least as much hard-drive space as the program itself. Windows also tells you precious little about the software that's on your PC, so it's not much help if you want to make an

## KEY POINTS

- Identify the problem programs that are clogging up and slowing down your PC
- Uninstall multiple programs quickly and completely
- Hunt down crapware and remove it with one right-click
- Force-uninstall programs that don't show up in the Control Panel
- Remove the junk that uninstalled software leaves behind

Entry Name	Description	Product N...	Company	Version	Install Source
Photo Gallery	Photo Gallery	Photo Gall...	Microsoft Cor...	16.4.3505...	C:\Program Files\Com
PhotoFinder	Finds photos ...	PhotoFinder	Duckware	2.6.2	
Picasa 3	Picasa	Picasa	Google, Inc.	3.9	
Pinnacle Video Driver			Pinnacle Syste...	12.1.0.030	C:\Users\vicky woollas
Previous Versions Client			Microsoft	1.0.0	C:\Program Files\Scrip
Process Hacker 2.33 (r...	Process Hacker	Process Ha...	wj32	2.33.0.5590	
PRS-500 USB driver			Sony	1.0.00.08...	
PSE10 STI Installer	Adobe Appli...	Adobe Ap...	Adobe System...	10.0	
Pushbullet version 82	Pushbullet - ...	pushbullet	Pushbullet Inc	82	
QuickTime 7			Apple Inc.	7.75.80.95	C:\Users\Jane Hoskyn\

Use MyUninstaller to generate a detailed list of all the software on your computer





informed decision about which programs to keep and which to throw away.

### Should it stay or should it go?

MyUninstaller ([www.snipca.com/12555](http://www.snipca.com/12555)) is a tiny (35KB) **portable** tool that gives you the information the Control Panel doesn't. When you run MyUninstaller, it generates an amazingly detailed list of all the software on your computer, including unexplained **plugins** and unwanted **crapware** as well as all the programs you've installed over the years. Details include which website each program's installer was downloaded from, where its Registry files are kept, which software was used to install it and much more – as well as basic info such as file size and installation date. You can edit details, add comments and export the entire list as a text file for safekeeping. Keep a copy of MyUninstaller on a USB stick to run a quick software check on any computer,

whether it's a dusty old Windows 98 machine or a brand new laptop full of pre-installed junk.

The Advanced Uninstaller Pro (AUP) website ([www.advanceduninstaller.com](http://www.advanceduninstaller.com)) offers more qualitative information about your installed software. Click Ratings and choose a section to browse a huge alphabetical list of programs and plugins, all rated and reviewed by real computer users. Microsoft's Silverlight plugin, for example, gets an average safety rating of 23 out of 30 and is described as "safe to remove". ConstaSurf, on the other hand, gets a rating of minus 20 and is described as an "infection designed specifically to make money... technically not a virus, but a potentially unwanted program (PUP)." The AUP site is a bit buggy, with some pages that open before you've even clicked the link, but it's a good source of advice if you're wondering which programs to uninstall to free up hard-drive

space. AUP also makes a popular free uninstaller tool, but we don't recommend using it. To find out why, see page 54.

Other popular programs, such as Revo Uninstaller and IObit Uninstaller, continue to impress with their simple, user-friendly efficiency and regular updates. Uninstaller suites such as these share many similar tools, so you probably don't need to download more than one or two of them – especially if you're trying to cut down on the amount of software on your computer. In this feature we've focused on each uninstaller's main strength to help you choose the right one based on your needs. None of the uninstallers we mention here will remove viruses – for that you'll need a dedicated antivirus program. But programs don't have to be malicious to be problematic or useless, and over the next few pages we'll explore the best new ways to give the rubbish the boot.

## REMOVE ANY PROGRAM FROM YOUR PC

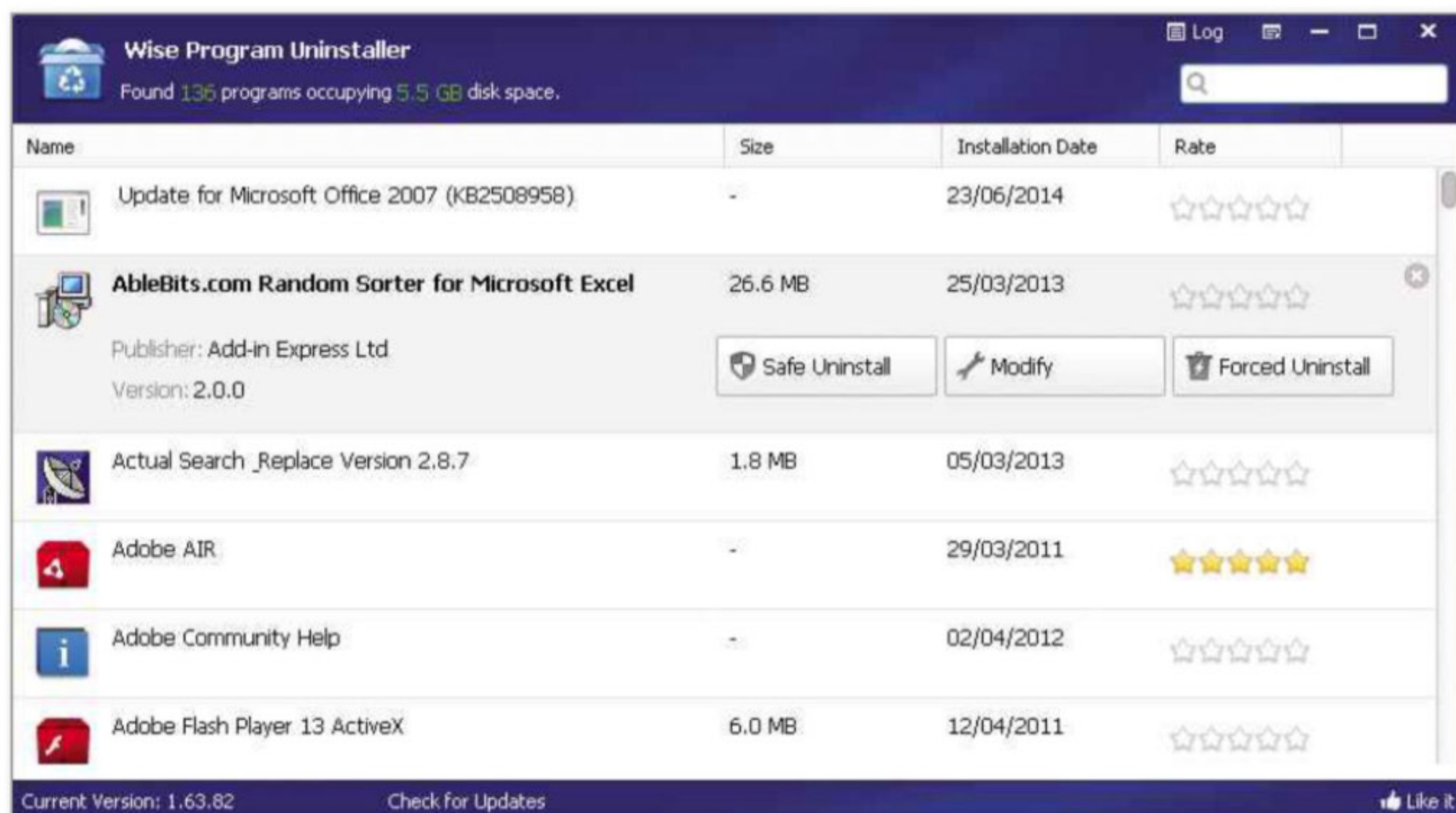
### Force-uninstall programs safely

The programs you most want to get rid of are often the hardest to remove. They're the ones that reappear after you thought you'd removed them, or which don't even appear in your 'Uninstall a program' list. This isn't necessarily because they're malicious; it's often because they're badly designed, and their general uselessness spills over into a refusal to get off your computer without a fight. Other programs are deliberately hard to remove because they're designed to resist attempts by malware to remove them.

Many uninstaller suites have the option to **force-uninstall** programs, but this can do more harm than good if you don't quite know what you're uninstalling. Wise Program Uninstaller (WPU, [www.snipca.com/12556](http://www.snipca.com/12556)), a free portable program from the makers of Wise Care 365, lets you investigate stubborn programs and remove them safely without doing any damage to your Registry – and then gives you the option to remove them forcibly if you wish.

Like most other uninstaller suites we mention here, WPU opens with a list of your installed programs with their file sizes and installation dates. Right-click an item to export its specifications as a text file or search Google for further information. Researching a program isn't just useful for finding out whether you should remove it; it may also let you find an official uninstaller tool. Official uninstallers are often the best way to remove antivirus programs safely and to remove paid programs that you intend to install again on a new computer.

To remove a program or component safely in WPU, select it and click Safe Uninstall. This scans for program files and Registry entries to check whether they can be removed without disrupting your operating system or other software. Alternatively, click the Modify button if it's available (it's greyed out on some items). This new tool automatically repairs programs and installations by, for example, moving program files back into the correct folders. If WPU judges that a program can't be removed safely and Safe Uninstall doesn't work, you can override



Remove programs and components safely or by force with Wise Program Uninstaller



## THE END OF INSTALLED SOFTWARE?

The rise of portable programs such as MyUninstaller and dUninstaller may soon spell the end of installing software as we know (and hate) it. Trusted system tools such as CCleaner, CPU-Z and Recuva have all released portable versions (see Issue 426), and we look forward to seeing more well-known programs

following their lead. With portable programs there's no setup wizard to wade through, no Registry entries filling up your hard drive, no security updates to look out for and no crapware hitching a lift onto your PC. And because you never install portable programs, you never have to uninstall them.

Have a look at the free directory [www.portableapps.com](http://www.portableapps.com) for portable versions of your favourite programs. Copy the portable EXE files and store them in a few different locations, including the cloud as well as USB sticks, so that you can run them from anywhere on any computer, without ever having to install or uninstall them.

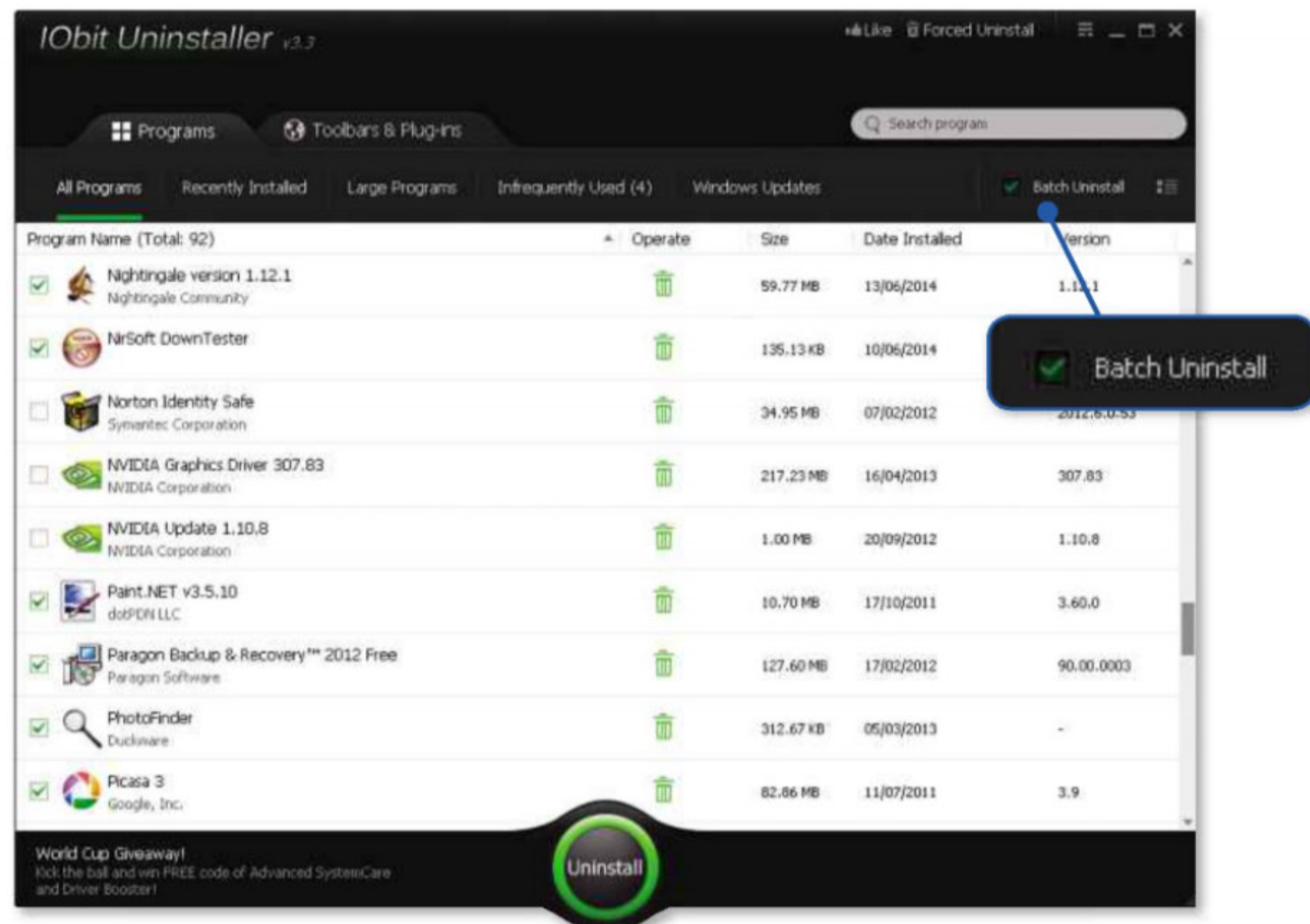
its decision and remove the software anyway by clicking Forced Uninstall. But be aware that this risks damaging to your PC, so we advise great caution. When a sophisticated program like WPU decides that something shouldn't be removed, there's usually a good reason for it. If you think that a stubborn program may be malicious, we'd recommend running a malware scan before trying to force-uninstall it.

Downloading WPU involves quite a few clicks, but no installation. Go to [www.wisecleaner.com/download.html](http://www.wisecleaner.com/download.html), scroll down to Wise Program Uninstaller and click Portable Version. This takes you to a third-party download site. Click the blue Download Now button to download the ZIP file ('WPU.zip'), open it, extract the files and double-click the portable EXE file ('WiseProgramUninstaller.exe') to run the program. Annoyingly, the EXE will only work properly if you leave it in its original folder, but you can move the folder around and copy it if you want.

### Uninstall multiple programs in one go

Many big uninstaller suites shy away from batch-uninstalling, and that could be a problem if you have a lot of software to uninstall and don't want to go to the extreme of restoring your system. To remove multiple programs quickly and completely, use the Batch Uninstall tool in IObit Uninstaller ([www.snipca.com/12588](http://www.snipca.com/12588)). Like Wise Program Uninstaller it's a portable program that doesn't need installing, but downloading it involves an annoying extra step: when you click Free Download you're taken to a third-party website where you have to click the green Download Now button (anything else is an advert). Once that's done, IObit is very easy to use – just double-click the EXE file and click Run Now to open a list of your installed programs, including items that aren't listed in the Control Panel.

Tick Batch Uninstall at the top-



Tick Batch Uninstall in IObit Uninstaller then choose all the programs you want to remove

right to enable the multiple program uninstaller. Tick all the programs you want to remove, then click the round Uninstall button. Before anything is uninstalled, you're given the option to create a **restore point** so that you can undo your changes later on (tick 'Never show this notification' to avoid being nagged about this again). Unfortunately you then can't wander off and let IObit do all the work for you. As with all other batch uninstallers, it uninstalls programs one after the other rather than simultaneously; you still have to click Yes to confirm the removal of each program in turn, much as when you batch-remove apps from your tablet or phone. But it significantly speeds up the process of removing multiple programs – including crapware, plugins and built-in Windows tools – and gets rid of uninstalled programs' leftover files.

You'll find another handy new tool in IObit without even opening the program. It replaces the Uninstall button in the

'Uninstall a program' window of the Control Panel with a Powerful Uninstall button, along with a green 'U' icon. Select a program to uninstall then click the new button to remove it and its leftover files far more thoroughly than the built-in Windows tool can. However, you can't batch-uninstall programs this way.

To batch-uninstall programs on an automatic schedule, or to uninstall programs using the Command Prompt, try the portable tool dUninstaller ([www.snipca.com/12558](http://www.snipca.com/12558) – this links to a foolishly named but non-malicious download site). It was originally designed for developers so it's more complicated than IObit Uninstaller, but you'll love it if you're a confident user of the **command line** and you miss the deep control of **DOS**.

Whichever of these portable batch-uninstallers best suits you, keep a copy of it on a USB stick in case you ever need to remove multiple programs from an old computer that can't connect to the internet.





## UNINSTALL LEFTOVER JUNK

### Remove every last shred of problem programs

Revo Uninstaller ([www.revouninstaller.com](http://www.revouninstaller.com)) has the simplest design of all the uninstaller suites we feature here – it'll make you feel right at home if you've moved on from Windows XP to Windows 8. But beneath its simple exterior lurks a peerlessly powerful uninstaller that can clear any software off your computer, quickly and completely.

Revo opens by default on its Uninstaller window, where you'll find thumbnails of all your installed programs, plugins and components. Right-click any thumbnail, click Uninstall and click Yes to confirm that you want to get rid of it and all its residual files. You're then asked to choose how thorough you want the uninstallation to be. The default option is Moderate, which uninstalls the program you've selected and also removes its key program files and Registry entries. Other options are 'Built-in', which uses the **native** Windows uninstaller and is therefore no more powerful than the

Control Panel; Safe, which is a little more powerful than 'Built-in' and includes a brief Registry scan; and Advanced, which includes a deep Registry scan and can take many hours to complete. The Advanced option is the ultimate solution for stubborn, troublesome programs that litter your system with disruptive plugins, but handle it with care. Only use it if you know your way around the Registry (you will be asked to specify Registry entries to remove) and if you're prepared to roll back your system to a restore point if things go wrong. Whichever level you choose, Revo creates a restore point before uninstalling anything.

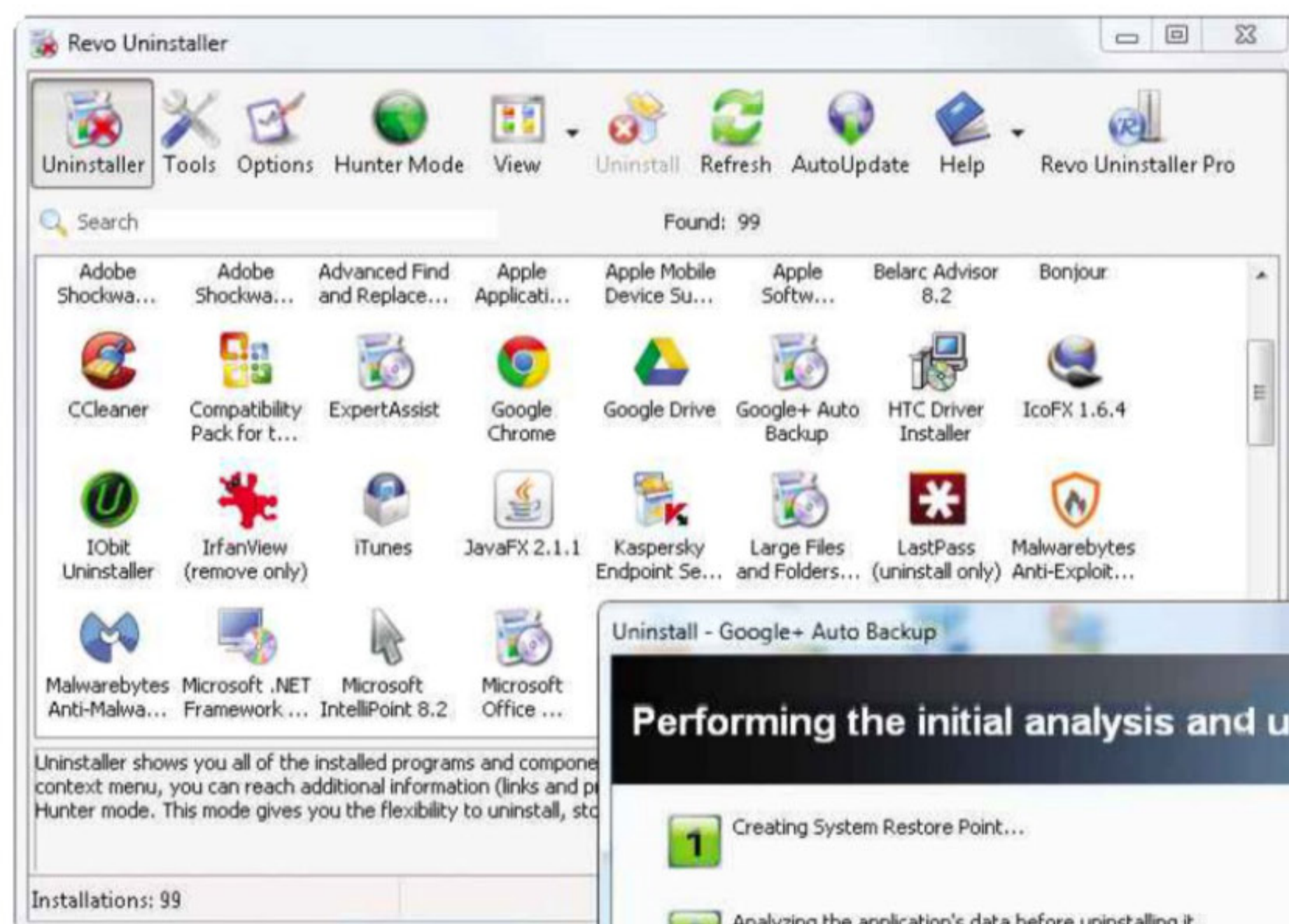
Like Wise Program Uninstaller, Revo lets you find out more about a program and its Registry entries. Right-click any item to search Google, open it in Windows Explorer, open its Registry location or remove it from the list.

Revo is very easy to install and doesn't try to bring along any unwanted extras, but watch out when downloading the installer, because it's easy to get lumbered

## HUNT AND KILL RUBBISH

You might notice an intriguing item on Revo's toolbar called Hunter Mode. When you click it, Revo's main windows disappears (the program is still running) and up pops a target practice icon, like the crosshairs in a rifle (see screenshot below). Drag and drop the target onto any program or shortcut to open a bubble that reveals what the item is (very useful when you point your target at a suspicious pop-up) and lets you force-stop, delete or uninstall it. Alternatively, right-click the target icon and select 'Drag and Drop Mode' to turn it into a blazing inferno that you can drop items onto to delete or uninstall.

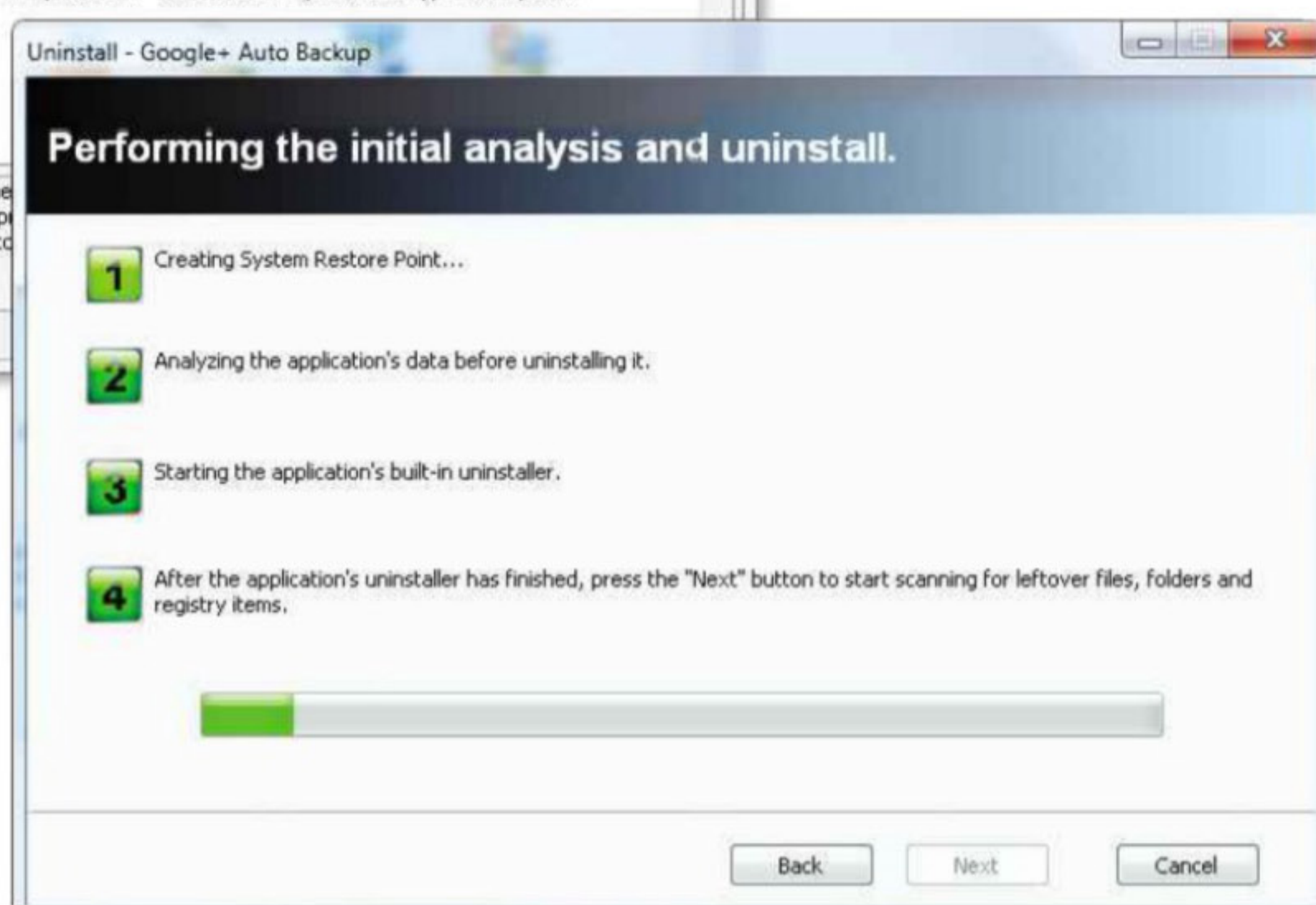
Either way, it's a brilliant solution to the problem of crapware pop-ups that plague you after piggy-backing onto your PC with free software. Once you've used Hunter Mode for the first time, it appears in your Start menu so that you can run it instantly without launching Revo Uninstaller.



Revo uninstalls programs and files so thoroughly that it creates a system restore point first



Drag Revo's Hunter Mode target onto any program to uninstall or remove it







## Uninstall software completely

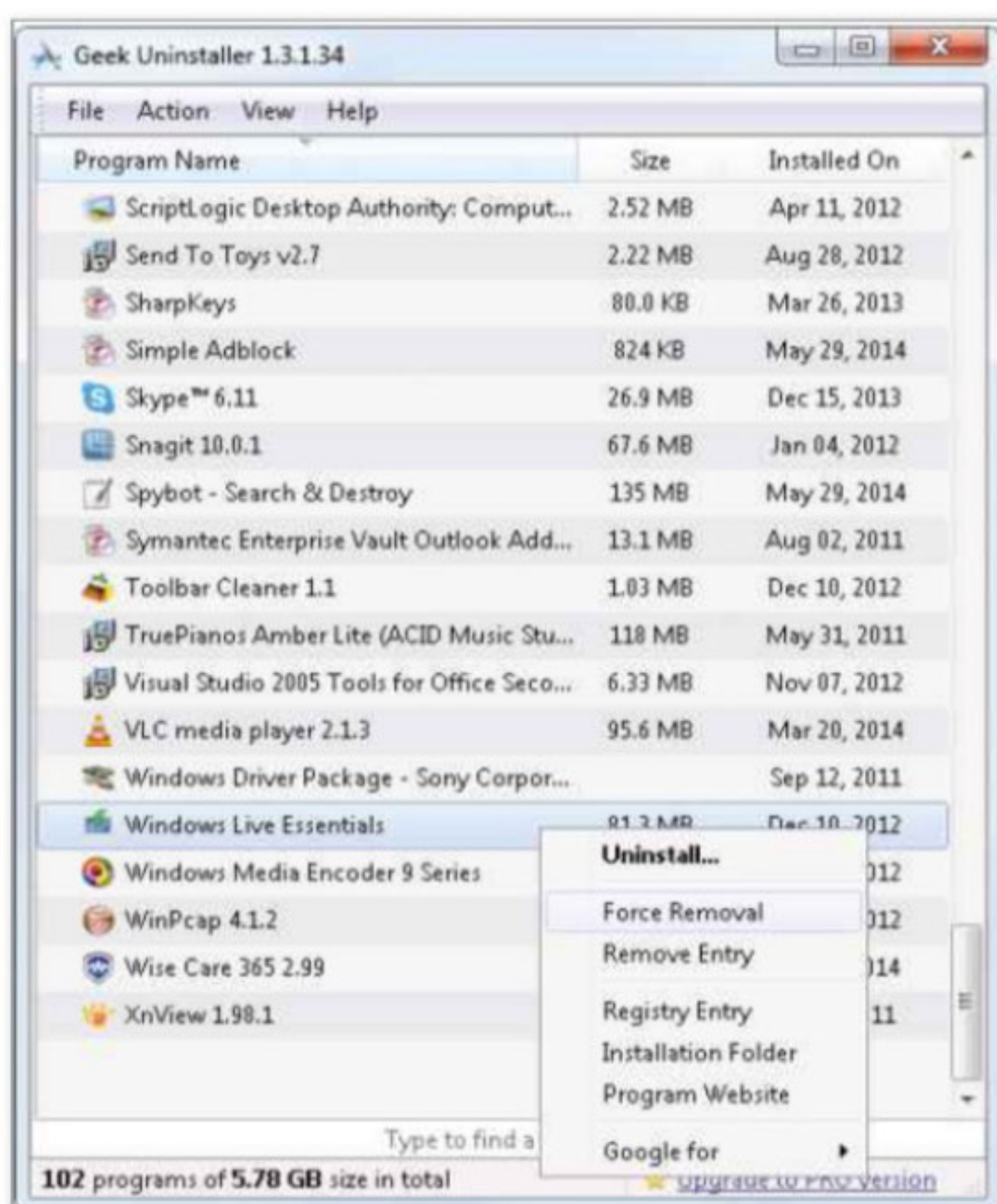
### WHY WE UNINSTALLED ADVANCED UNINSTALLER PRO

The Advanced Uninstaller Pro (AUP) website ([www.advanceduninstaller.com](http://www.advanceduninstaller.com)) is great for checking whether a program deserves to be on your hard drive, and the free AUP program is extremely popular. It was recently updated to include some brilliant tools such as Quick Cleaner that removes logs and history files of installed or uninstalled programs. But when we tried to install AUP, it brought along a whole gang of unwanted extras – and that's unacceptable in a program that's supposed to rid your computer of junk.

If you want to make up your own mind about AUP, download the installer from [www.advanceduninstaller.com](http://www.advanceduninstaller.com) (click the orange 'Download now!' button) and be extra vigilant during setup. Untick the 'Additional icons' box to avoid downloading Desktop shortcuts that you don't need, click 'Custom installation' and untick the box that appears. If you leave this box ticked, intrusive commercial search engines Search Protect and Conduit Search will be installed on your computer, and your browser's homepage

will be changed to the Conduit page. (Ignore any misleading suggestion that custom installations are for 'advanced users'. They simply let you opt out of crapware).

Despite taking these steps, AUP installed an unwanted program called Optimizer Pro, which launched automatically when we tried to use other programs and inserted itself into our list of startup items. We also found AUP's own pop-ups to be distracting and disruptive, so we quickly uninstalled it.



Geek Uninstaller lets you force-remove any program from your PC, even Windows components

with the paid version (\$19.62, about £12) by accident. Go to [www.snipca.com/12560](http://www.snipca.com/12560), scroll down and click the left-hand Download button next to 'Free Full Downloads of Revo Uninstaller'.

If you want to remove a Windows component that isn't listed in Revo, try

Advanced option to get rid of a program, there will be no trace of it left on your computer. The less heavy-handed uninstallers that we've mentioned may leave a few residual files, but not enough to affect your PC's performance. However, if you've spent years relying on

using the light, portable program GeekUninstaller. Click the small Download Free link at [www.geekuninstaller.com/download](http://www.geekuninstaller.com/download), extract the EXE from the ZIP and double-click the extracted EXE to run the program. Right-click any item in the list and select Force Removal to get rid of it completely, including its Registry entries and other leftover files. As with Revo, take great care when forcibly removing components that you're not quite sure about, and select 'Google for' from the right-click menu for more information.

#### Check there's nothing left

If you used GeekUninstaller or Revo's full-scale

the Control Panel to uninstall programs, your computer may be clogged to the hilt with uninstallation leftovers including Registry entries, **caches** and logs – which would explain why it's got so slow and crash-prone.

Sweep out the junk regularly with CCleaner ([www.piriform.com/ccleaner](http://www.piriform.com/ccleaner)), which now has a portable version too (it downloads automatically when you go to [www.snipca.com/12561](http://www.snipca.com/12561)). Go to Options, Settings and tick 'Run CCleaner when the computer starts' to avoid letting unwanted files build up over time. To ensure that your files are destroyed completely, click 'Secure file deletion' and choose an **overwrite** level. The higher the overwrite level, the more secure and thorough the clean will be, but the longer it will take. IObit Uninstaller now includes a secure File Shredder tool for destroying leftover files completely, and Revo's Evidence Remover performs a similar function.

**Open-source** tool Regshot ([www.snipca.com/12562](http://www.snipca.com/12562)) lets you take 'before' and 'after' snapshots of your Registry when you uninstall software to make sure that there are no unwanted leftovers. Regshot does the comparing for you and lists all the differences between the two snapshots, so you can see what, if anything, needs to be removed. **ca**

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# YOU AND YOUR OLD TECH

In Issue 424, we asked you which old devices you were still using. We received loads of emails from proud owners of ageing PCs and printers – here's the best of the bunch



## YOUR OLD COMPUTERS



I have an Amiga 1200 (see photo above) and use it to create music. It boots instantly and has a clear interface, especially since I bought a new Scart cable to link it to a small flatscreen monitor. The oldest file I can see is from 1992, but I bought it about a year before that. It's a quality machine – no updates, no viruses, no problems.

**Roy Houghton**

I have an old Amstrad 9512 PC ([www.snipca.com/12427](http://www.snipca.com/12427)), which came out in 1987. It has a daisy wheel printer that sounds like a machine gun going off. You have to load the operating system from a floppy disc, which brings on howls of

delight (and derision) from my young son and his mates, who view the machine as an exhibit from the Science Museum.

**Gilbert Benn**

I still have a Toshiba Satellite 300CDS laptop running Windows 98 Second Edition, which gets 'taken for a walk' every so often. This is partly because the version of Easy CD Creator I use works only up to Windows 98 and is better than all the subsequent upgrades. I occasionally use my Epson Stylus Color 600 printer because it can be used on my Commodore Amiga 500 Plus.

**Kevin Ashton**

This email is being typed using a Time computer I purchased 11 years ago. It runs XP, which meets my needs and has never let me down. I bought a Proview flatscreen monitor maybe eight years ago, and six years ago bought a Logitech mouse.

**Mike Duthoit**

My Systemax computer must be about 14 years old and I use it almost daily for letters, databases and correcting old family photos. It's a 32bit computer with an AMD Duron processor, and a 19GB hard drive. The operating system is Windows ME (don't laugh). Touch wood it's still going well, although it's never been connected to the internet.

**Jim Temlett**

I use an iMac G3 (see photo below), which came out in 1998. It's on my workbench in the garage, and I still use it for internet searches. I can also connect it to my Raspberry Pi upstairs via VNC.

**Steve Ellis**



## YOUR OLD PRINTERS

When my company offered me the chance of working from home in 1993, they provided me with an HP LaserJet 4L printer. It still sits on my desk at home, linked to a Windows 7 desktop PC, and continues to produce very good black-and-white documents.

**Trevor Sykes**

I bought my Citizen Swift 200C printer in 1995. It was the only one I could find that worked with the BBC Master computer which I had at the time. The driver disc which came with it was, if I recall, for Windows 3.1. I still use it occasionally for printing family trees in landscape.

**David F Wilks**

I'm still using a Panasonic KX-P1170 dot-matrix printer that I bought second-hand about 12 years ago from the small company my sister worked for. It's connected to a Packard Bell computer running XP that is 11 years old and it does everything I need.

**Trevor Kirton**



# The perfect time to try the five-star TV Bed

Get high-tech home entertainment in your bedroom with the most sophisticated TV Bed on the market, and find out how you can get an **exclusive 25% off with our Computeractive reader offer**



## The world's number one TV Bed

**H**aving a television in your bedroom is nothing new, but having a high-quality set built into your bed takes this everyday luxury to a whole new level.

No longer does a TV have to take up space on a chest of drawers or balance on a chair - with a TV Bed you simply click a button and the television set glides up from the footboard of your bed, quiet and sleek.

Fully cabled, the TV Bed enables you to watch digital TV and DVDs, and link easily to the internet so you can watch what you like, when you like, with who you like.



## Stylish bed, stylish bedroom

As the television set rises, the power is switched on automatically. In its viewing position, the TV sits flush with the rest of the bed's footboard on its own platform, at a comfortable angle whether you're sitting or lying in bed. Once you're finished, one-button touch lets the TV glide back down, automatically switching off the power.

Whether the TV is in use or stored away, the top of the footboard is flat, so there are no ugly gaps. The TV Bed also holds the patent for the slimmest footboard (just 140mm at its deepest point). So unlike other products on the market, your bed looks elegant and sleek, just like the rest of the room. Easy-to-use cable management within the frame also ensures there are no messy wires showing.

There are four different models of TV Bed so you can find one to suit your style, including The Belmond's steel four-poster design. Simple and elegant, all four designs are available in a range of modern colours and a leather-hide finish.

## A personal touch

Standard bed sizes from doubles to emperor beds are all included in the TV Bed range, and you can choose from a series of premium mattresses to suit your needs. Matching bedside drawers are also available.

For the truly personal touch, you can order a bespoke size or finish for your TV Bed and mattress. The handcrafted, UK-based production process allows for all kinds of made-to-order options – you can even order a colour, finish or cover for your bed to match your existing bedroom's décor.

## Quality in the detail

Everything about the TV Bed is designed for you to get the best TV and the best bed.

Every TV Bed is built with the latest Samsung 32-inch LED television, for lasting high performance. When you order, you have the option to upgrade the television to the latest 32-inch Samsung Smart TV with Wi-Fi.

The television cabling is safely housed within the bed's frame and designed so it's easy to switch from watching TV to DVDs to playing games or even using the internet.

The TV Bed has all you need to keep you in touch with the latest home entertainment, day and night.



## A cut above the rest

Since the TV Bed company was founded in 2003, many other companies have started to produce similar products. However, the original TV Bed remains the best-selling range on the market, and for good reason.

Based just north of London, the company makes its beds by hand in the UK, sourcing components from the best suppliers at home and abroad. For example, the motor is German engineered and the hatch hinges are precision-made in Austria to ensure the best glide-up, glide-down performance every time you want to watch TV. Along with high-quality wooden frames and upholstery accredited by the UK Leather Association Federation, it's details like these that have set the TV Bed apart from the rest of the market.

## EXPERT REVIEW



### David Ludlow says 5/5 stars for the TV Bed

David Ludlow at [expertreviews.co.uk](http://expertreviews.co.uk) tested the Azure model in the TV Bed range, assessing it for its entertainment performance but also reviewing it as a key item of home furniture. "Great looking and incredibly well made, the Azure ships with a high-quality TV for a great price."

## There couldn't be a better time to discover the luxury, ease and everyday pleasure of having a well made, hand-crafted TV Bed in your home

- As a **Computeractive** reader you can now get **25% off the full price of your own TV Bed**
- Prices start at £1,999, with **FREE delivery and installation anywhere in the UK**
- To find out more simply go to [www.tvbed.com](http://www.tvbed.com) and quote **CAA958** when you order or call **01707 277777**



# Stop hackers stealing your files

How safe are your files in the cloud? **Robert Zak** reveals the best new ways to keep your photos, messages and other online files private and secure

## Encrypt your files in the cloud

Many cloud-storage providers now encrypt your stored files for added security, but you can add an extra layer of encryption to make them even harder for hackers to snoop on. Boxcryptor ([www.snipca.com/12421](http://www.snipca.com/12421)) creates a folder on your cloud account and encrypts everything inside it using the powerful AES-256bit standard. As a comparison, Google Drive's encryption is AES-128bit, so storing your Drive files in your Boxcryptor folder will make them twice as secure. On top of that, you can also assign a password to your Boxcryptor folder, which will keep files in it safe if your Drive account gets hacked.

Free **compression** tool B1 Free Archiver ([www.b1.org](http://www.b1.org)) has powerful encryption features that match even those of some paid-for programs such as WinRAR. It works well with B1 File Manager for Android ([www.snipca.com/12420](http://www.snipca.com/12420)), which lets you compress files and sync them instantly with cloud services like Dropbox, Google Drive and OneDrive.

Free **open-source** tool 7-zip ([www.7-zip.org](http://www.7-zip.org)) performs a similar function to B1, but has an unrivalled compression ratio,

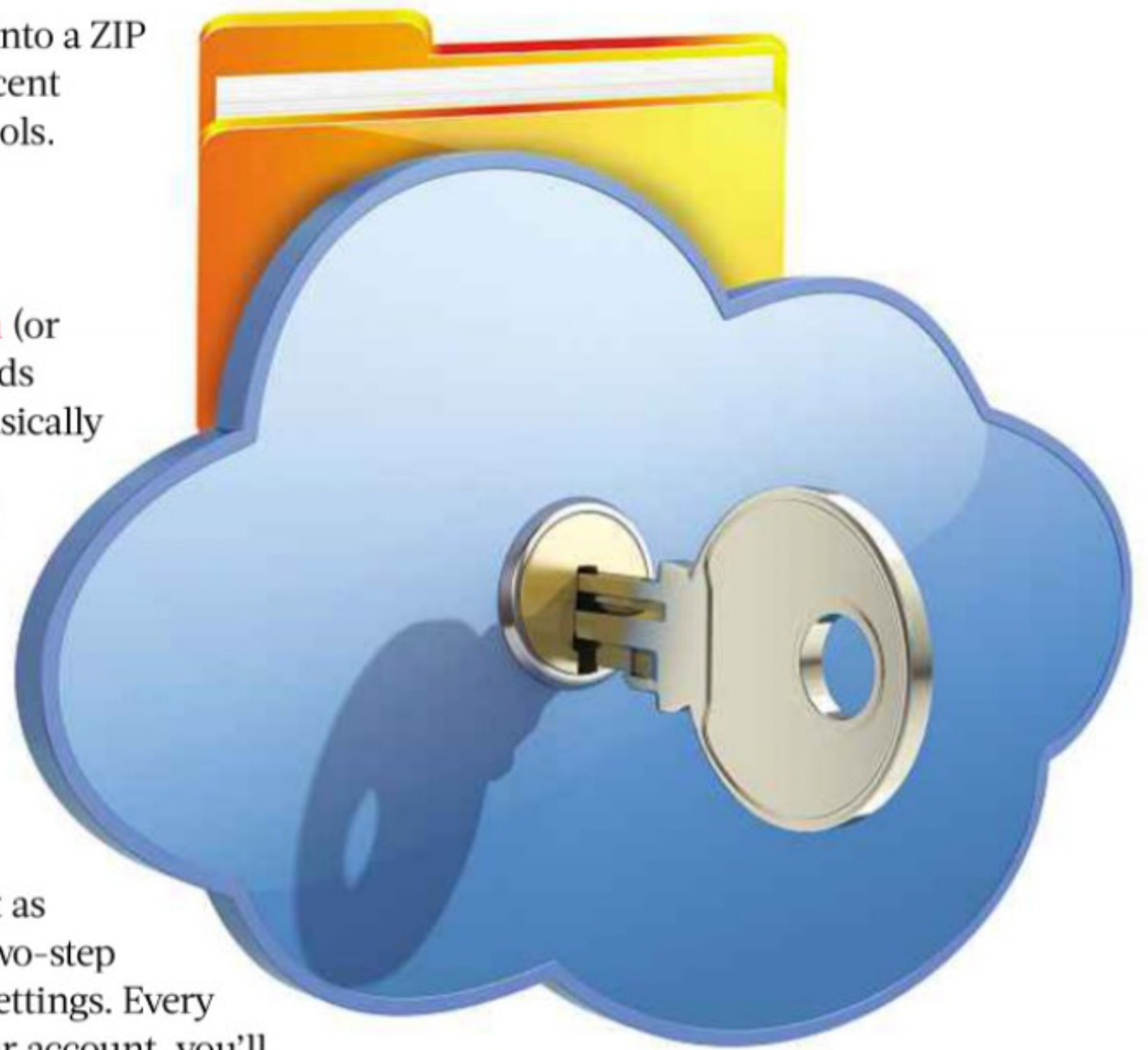
squeezing your files into a ZIP archive up to 50 per cent smaller than other tools.

## Use two-step verification

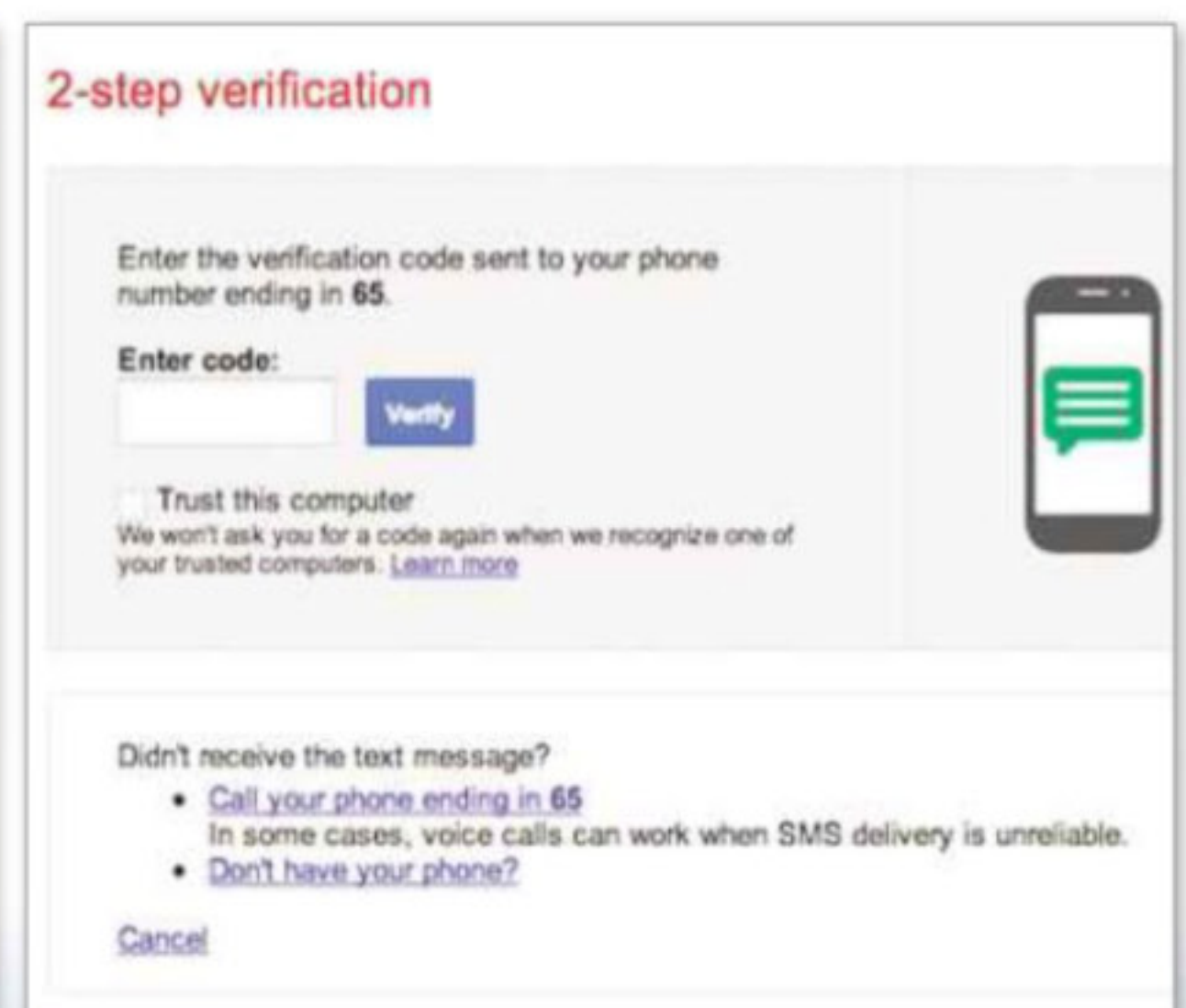
**Two-step verification** (or authentication) sounds complicated but it basically means using two passwords instead of one. It's now offered as an optional extra in Google Drive, Dropbox, OneDrive and many other cloud-storage services. To set it up, log into your account as normal and enable two-step verification in your settings. Every time you log into your account, you'll then need to type your password, followed by a unique code that gets sent to your phone or email account.

Doing this every time you want to log in would be time-consuming and fiddly, so most services give you the option to switch it off on computers you use

regularly. As with many features that keep you safer online, two-step verification is a sacrifice of convenience for security, but it's worth using if you want your cloud accounts to remain thoroughly secure.



Give your cloud files an extra layer of encryption with a Boxcryptor folder



Two-step verification sends you a unique code via phone or email to log into your cloud account





**Malwarebytes Secure Backup automatically scans all your backup files for malware**

## Scan your cloud files for malware

Downloading and uploading files to and from the internet increases your risk of picking up malware, even if your installed antivirus is working properly. Secure Backup ([www.snipca.com/12428](http://www.snipca.com/12428)) is a new cloud-storage service from security firm Malwarebytes ([www.malwarebytes.org](http://www.malwarebytes.org)) that focuses on protecting files you upload to or download from your account. It's very reasonably priced at £35 per year (or £3 a month) for 100GB of storage. That's slightly more expensive than Google Drive (£2 per month) but cheaper than Dropbox (£6 a month), and offers the powerful assurance of Malwarebytes Anti-Malware as part of the package.

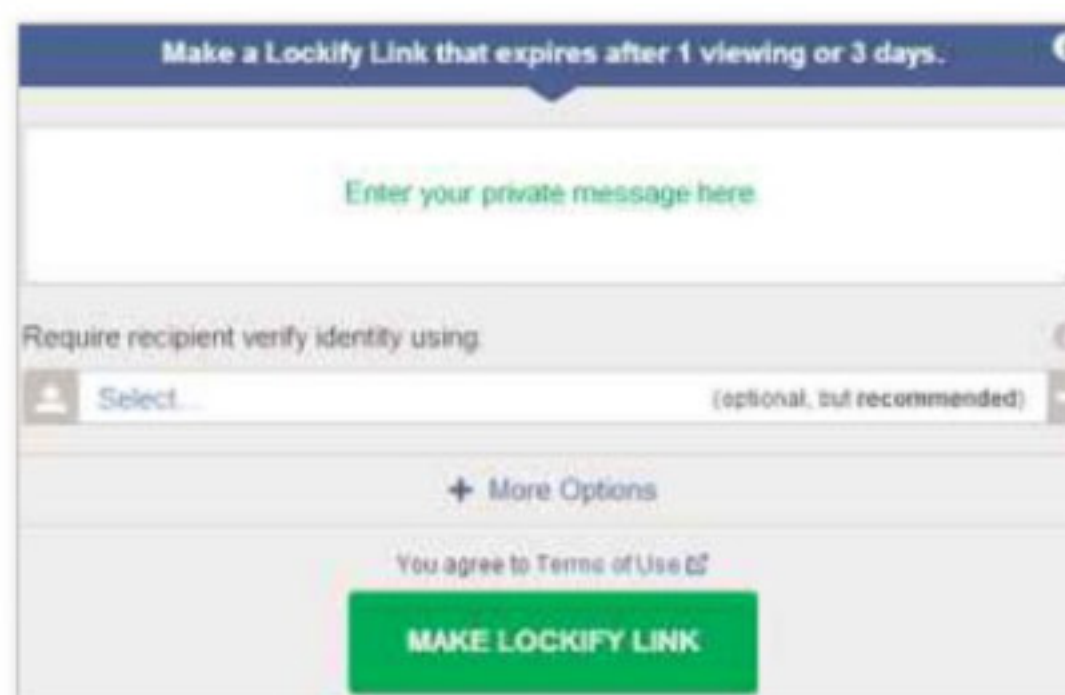
## Set shared files to self-destruct

It's disconcerting to think about what happens to your files after you share them with someone online. Do they float around in cyberspace forever, for hackers or anyone else to stumble upon?

To combat these concerns, some cloud-storage providers have introduced

tools that destroy your files once they've been seen by their intended recipients. Free service Dissipate ([www.dissipateapp.com](http://www.dissipateapp.com)) lets you upload files up to 100MB, set the number of times they can be downloaded (up to five) and create a URL where they can be downloaded from.

For smaller files and emails, Lockify (<https://lockify.com>) is a free, simple new tool that lets you create strongly encrypted URL links for others to access. You can bolster the security of your links with passwords and by restricting access to people who have the Lockify Chrome web



**Send files and messages that self-destruct after one viewing or three days with Lockify**

app ([www.snipca.com/12532](http://www.snipca.com/12532)). The link self-destructs after three days or one viewing, whichever comes first.

With Jumpshare Plus ([www.jumpshare.com/plus](http://www.jumpshare.com/plus)) you get more options and 100GB of storage space, but it costs \$9.99 (£5.87) per month. Its self-destruct function lets you put click and time limits on files you share. For example, you could set it to self-destruct after it's been clicked 10 times by people you shared it with, or after three days of being online.

## Access files securely anywhere

One of the benefits of cloud storage is that you can access your files from anywhere, including public Wi-Fi hotspots. The downside is that these are often poorly secured. A recent study by Sophos found that 30 per cent of the 81,000 Wi-Fi hotspots it checked in London used unencrypted connections or had no security at all ([www.snipca.com/12512](http://www.snipca.com/12512)). Hackers can easily target these networks.

To improve your privacy and safety, use a virtual private network (VPN) when you go online in a public place to ensure that no one can see what you're sending to or from your cloud account. A good VPN – like a good antivirus program – is worth paying for, especially given that VPNs have added benefits such as letting you watch UK TV online when you're abroad.

Steganos Online Shield (£20 per year from [www.snipca.com/12513](http://www.snipca.com/12513)) cloaks your IP address, making you virtually invisible online. It also deletes cookies, blocks ads and lets you run its VPN on up to five devices, including your Android phone or tablet. Mobile VPN Freedom (£20 per year from [www.snipca.com/12460](http://www.snipca.com/12460)) supports Android and iOS devices. Steganos and Freedom come recommended by Simon Edwards of Dennis Technology Labs ([www.dennistechnologylabs.com](http://www.dennistechnologylabs.com)), which runs Computeractive's antivirus tests. **ca**

## SMALL CLOUD SERVICES THAT ARE BIG ON SECURITY

The best-known cloud-storage services, such as Dropbox and Google Drive, do a better job than ever of encrypting your files once they're in the cloud. But some smaller services are even tougher on security. They have fewer sharing options than the big services, but they're worth a look if you want the best protection for your most sensitive files.

Tresorit ([www.tresorit.com](http://www.tresorit.com), £8.25 per month for 100GB) encrypts all your files before you upload them to the cloud. Not

even Tresorit knows what's in your cloud drive. It's so confident in its security that it's offering a \$50,000 (£29,500) reward to anyone who can hack its servers. The challenge has been online for a year, and no one has succeeded so far.

Wuala ([www.wuala.com](http://www.wuala.com), 5GB free, £8 per month for 100GB) also encrypts your files, and boasts that it "cannot be forced to hand your data over to government agencies". Wuala's encryption is so deep you can't recover

your password if you lose it and would have to reset it. If a cloud service offers password recovery, it's usually a sign that it doesn't offer the level of encryption provided by services that only offer password reset.

If you're prepared to pay even more to protect your files, McAfee now includes its 1GB 'online vault' Personal Locker with a subscription to McAfee LiveSafe 2014. It will set you back £84.99 per year ([www.snipca.com/12520](http://www.snipca.com/12520)).



# 10 Windows tools you must STOP USING

Jane Hoskyn exposes 10 Microsoft tools that aren't worth your hard-drive space - and reveals the brilliant, free programs you should use instead

**D**efault Windows tools are the supermarket own-brand products of the software world. In the supermarket you have to pay more for better-quality branded products, but you needn't pay a penny for tools that do a much better job than the stuff that came built into your PC. Here, we reveal our top 10 terrible Windows tools and their faster, safer, better alternatives.

## 1 Microsoft Security Essentials

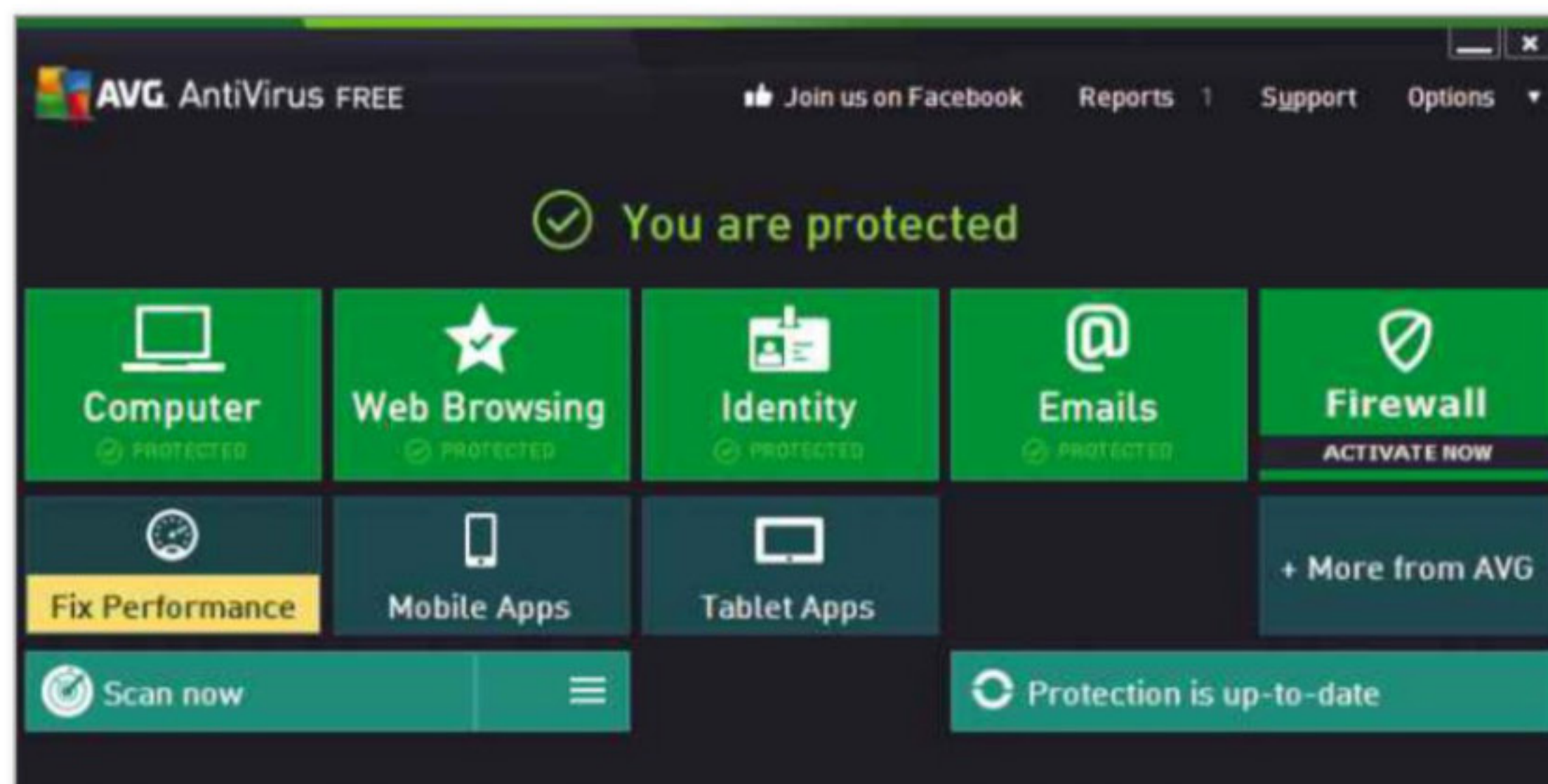
**What's wrong with it?** The only essential thing about Microsoft Security

Essentials (MSE, [www.snipca.com/12590](http://www.snipca.com/12590)) is that you must not use it. It came bottom in the latest antivirus tests by our colleagues at Dennis Technology Labs (Issue 425), and it will not protect you against viruses. If you use it alongside another antivirus, they will conflict. MSE isn't built into Windows like the other tools on this list, but it's the default security offering from Microsoft and is the successor to Windows Defender,

which came with Windows XP.

### What to use instead:

Two of the highest-scoring antivirus programs in our last antivirus test are free: the powerful Avast Free Antivirus ([www.avast.com](http://www.avast.com)) and the smaller AVG AntiVirus Free 2014 (<http://free.avg.com>), which would be a better choice if your computer is old or slow. Both programs are reliable and efficient, but you should only install one or the other to avoid a conflict. Use Malwarebytes Anti-Malware ([www.malwarebytes.org](http://www.malwarebytes.org)) alongside your antivirus to protect against other types of malware. We also recommend Malwarebytes' new tool Anti-Exploit, which prevents hackers from using any malware that might be on your computer. ([www.malwarebytes.org/antiexploit](http://www.malwarebytes.org/antiexploit)).



AVG AntiVirus Free provides the protection that Microsoft Security Essentials doesn't

## 2 Task Manager

**What's wrong with it?** Task Manager has barely evolved since it was introduced in 1996. This tool is supposed to give you information about your running **processes** and control over them, but it just mumbles things like 'wsentfy.exe' and leaves you to work out what they mean.

**What to use instead:** Open-source tool Process Hacker ([www.snipca.com/12591](http://www.snipca.com/12591)) lists all your running processes in a folder-tree view that clearly shows which



## WORST OF THE REST

### 6 WINDOWS DEVICE MANAGER

This unreliable and limited tool is supposed to let you view and manage any device that you plug into your PC, such as an external hard drive or USB stick. Device Remover ([www.snipca.com/12597](http://www.snipca.com/12597)) is much more powerful and gives you a detailed view of attached or installed devices, along with their drivers and associated processes. Use it to drag and drop files, tweak device settings and batch-remove (disconnect) devices safely.

### 7 WINDOWS EASY TRANSFER

Microsoft's PC-transfer tool was introduced in Windows Vista to help you move all your data from one computer to another. It's incredibly slow, with Windows 7 users reporting transfer times of 11 days ([www.snipca.com/12598](http://www.snipca.com/12598)). IObit's portable tool PC transfer ([www.iobit.com/pctransfer.php](http://www.iobit.com/pctransfer.php)) lets you get the whole job done in a few hours. Unlike Windows Easy Transfer it supports XP and is very easy to use.

### 8 DISK CLEANUP

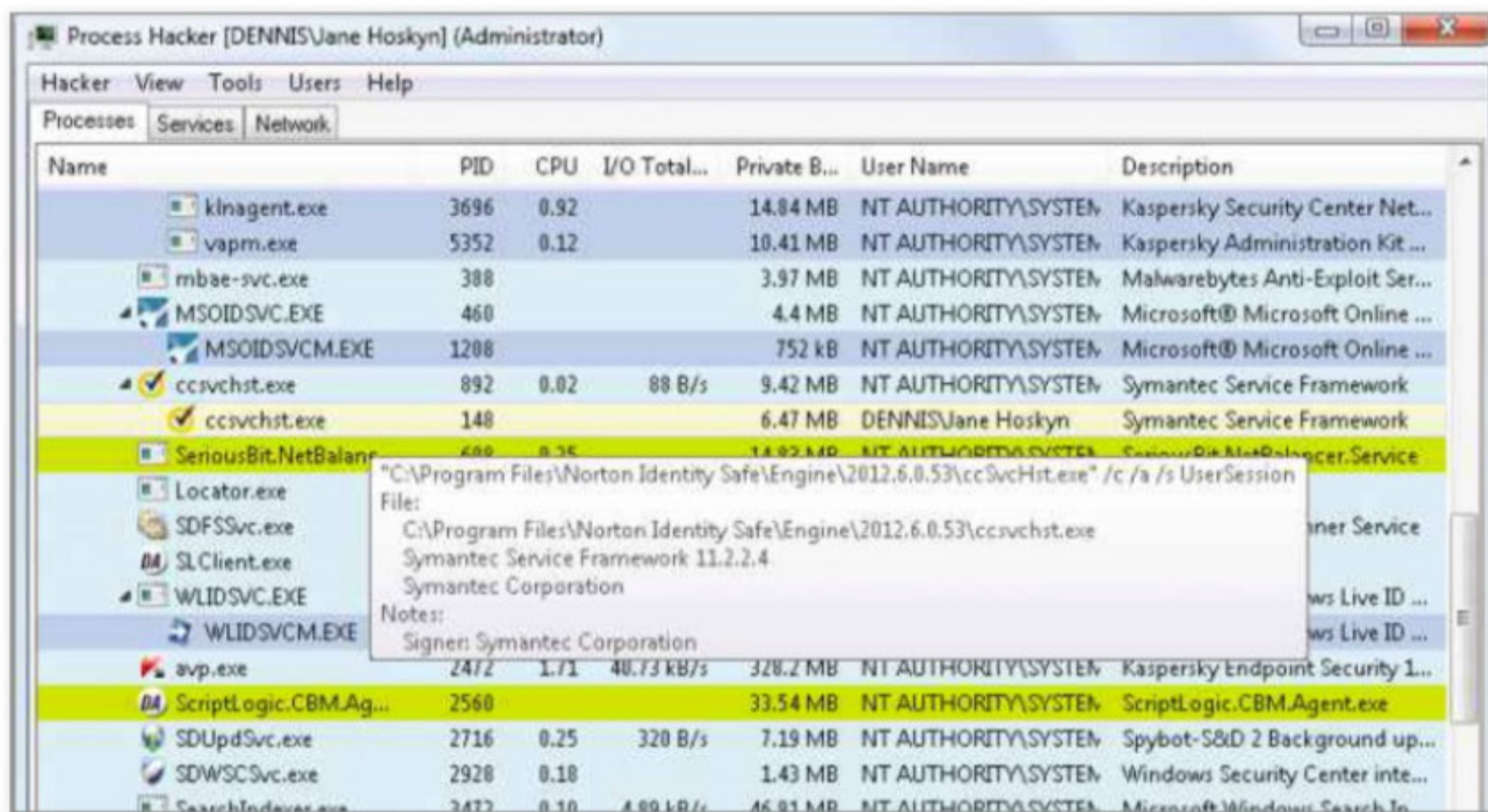
The Compress Old Files feature in this junk-removal tool can make your PC crash and leave some of your installed software unusable. Avoid Disk Cleanup completely and use the excellent CCleaner ([www.piriform.com/ccleaner](http://www.piriform.com/ccleaner)) instead.

### 9 MSCONFIG

Anything called 'MSConfig' (or Microsoft System Configuration Utility, to give it its very full name) was never going to be very user-friendly, and there are lots of simpler tools for choosing which programs should run at startup. The best is Autoruns ([www.snipca.com/12599](http://www.snipca.com/12599)), which includes a 'show non-Microsoft only' option for seeing which third-party tools run without being asked.

### 10 REGEDIT

Microsoft's Registry Editor assumes that you know your way around your Registry – and many of us don't. Don't let Regedit fool you into thinking that it's safe to delete Registry entries on a whim. To find out what, if anything, needs changing in your Registry, click 'Scan for Issues' in CCleaner's Registry tool.



Process Hacker lets you see at a glance which programs triggered which processes

processes stem from which program, and lets you investigate or close any of them with a quick right-click. When you install Process Hacker, click 'Custom installation' and untick all the boxes other than 'Main application', which is greyed out. None of these boxes will install crapware, just extra tools that you can do without.

### 3 Windows Search

**What's wrong with it?** The search box at the bottom of the Start menu and the top of Windows Explorer is supposed to be a gateway to your files, but it feels more like a brick wall. Amazingly, this slow and inaccurate tool launched a whole 10 years after Google.

**What to use instead:** SwiftSearch ([www.snipca.com/12593](http://www.snipca.com/12593)) is a portable open-source tool that you can use to find anything on any PC. Run the program, select a drive (usually C:), type what you're looking for and press Enter. A big list of results appears in the blink of an eye. SwiftSearch achieves its speed by not indexing your drive, so if you want to open an item you have to click a couple more times than you would in Windows Search.

The new tool Large Files and Folders Finder ([www.snipca.com/12594](http://www.snipca.com/12594)) lets you find folders and files larger than any given size, and security tool HijackThis ([www.snipca.com/12595](http://www.snipca.com/12595)) lets you search for metadata in files, such as location info embedded in digital photos.

### 4 Task Scheduler

**What's wrong with it?** Task Scheduler was introduced in Windows 95 to let you schedule automated actions, but Windows didn't bother telling you about it. It's still there

in Windows 8, where it now includes an infuriating Automatic Maintenance feature that lets third-party developers update your installed software in the background without asking you first.

**What to use instead:** Scheduled automation is a brilliant idea, but a horrible phrase, so IFTTT (<http://ifttt.com>) calls automated tasks 'recipes'. Go to the website, create an account and choose a recipe to, for example, automatically back up all your text messages to Dropbox every Friday. IFTTT doesn't have a Windows tool yet, but it works on Android, iOS and online.

To set up automated tasks on your Desktop, run the portable version of Shutter ([www.snipca.com/12596](http://www.snipca.com/12596)) and link an 'event' (such as file size or time of day) with an 'action' (such as running a program or playing an alarm sound). It's free if you click Accept in the Open File box the first time you run it.

### 5 Windows Media Player

**What's wrong with it?** Windows Media Player (WMP) is 25 years old and hasn't aged well. It's slow, cluttered and uses so much memory that you can't do much else on your computer at the same time. WMP 12 came with Windows 7 and hasn't been upgraded for Windows 8, which suggests that Microsoft has all but given up on it.

**What to use instead:** Nightingale (<http://getnightingale.com>) is the latest in a new generation of simple, efficient media players that support scores of devices and hundreds of formats. It lets you stream music, radio and video from the internet, transfer data to and from your tablet and browse the web without opening your browser. Also worth trying is the VLC media player ([www.videolan.org/vlc](http://www.videolan.org/vlc)), which lets you create playlists and convert your files to different formats. **ca**



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# Problems Solved

## PROBLEM OF THE FORTNIGHT

### Why can't I view photos?

**Q** As a result of trying to open a picture, all the icons on my Windows Desktop and the Taskbar have changed to Windows Photo Viewer. When I double-click to open any of the icons I get this message: "Windows Photo Viewer can't open this picture because either Photo Viewer doesn't support this format or you don't have the latest updates to Photo Viewer". If I right-click an icon and choose Properties followed by 'Open file location' I can then double-click a file and the relevant application will launch to display the content. What a rigmarole! How can this be rectified?

Bill Dey

**A** Initially we interpreted this as a simple file-association problem, with Windows Photo Viewer somehow having assigned itself to an image file format that it can't open (Microsoft's tool can deal with most popular image formats, but not all).

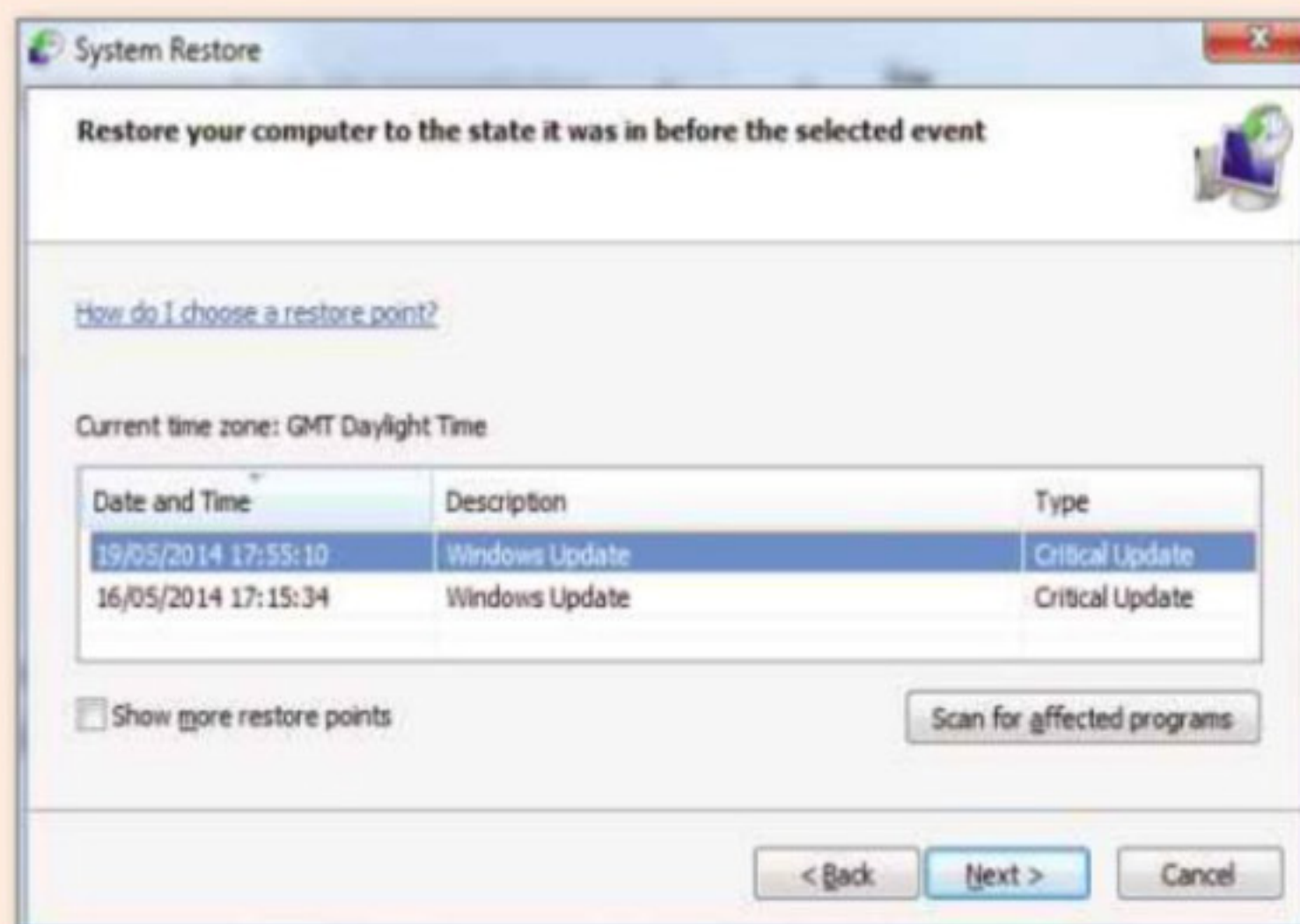
However, having thought about it, we realise that you mean that every file on your system now seems to be associated with Windows Photo Viewer – and that's an altogether stranger situation. Did you recently install some new software?

It's possible that something went wrong when the installer was updating the Windows Registry, which could lead to hopelessly messed-up file associations like this one.

We can see a couple of ways out of your dilemma. The easy way would be to use System Restore to roll back your system to a point before this

happened. If you can't launch System Restore because of this problem, first launch into **Safe Mode**. To do this, shut down your PC, then restart it and tap F8 repeatedly as it boots up again. When the boot menu appears, use the cursor (arrow) keys and Enter to choose Safe Mode. Windows will look a bit odd but don't worry about that. Open Control Panel then click 'System and Security', System, then 'System protection'. Next, click the System Restore button and follow the prompts to choose a **Restore Point**.

Hopefully that will do the job, but if it doesn't – or System Restore doesn't list a suitable Restore Point – then you'll need to reset all file associations manually. You can do this while still in Safe Mode. Click Start, then Default Programs then 'Set your default programs'. Next, in the Programs list, we'd suggest clicking each program in turn followed by 'Set this program as default'. If you want more control (albeit using a more time-consuming setup process), click 'Choose defaults for this program': now you can use the tick boxes to decide precisely what each program will and will not open. Click Save and repeat for all programs. Now restart your PC and your icons should be returned to their former glory.



Overcome file-association problems on your PC by using System Restore via your Control Panel

### What medium should I use for backups?

**Q** The means of reliably archiving data must be of interest to all your readers. There are mechanical hard drives, solid-state drives (SSDs), USB sticks and many other options. What is the safest choice for reliable long-term data storage and for ease of retrieving data?

John Stevenson

**A** All storage media have their pros and cons. Hard drives may grind to a clunking halt, DVD substrates degrade over time, SSDs die suddenly, and USB sticks are easily lost. Cloud-backup/sync services such as Dropbox ([www.dropbox.com](http://www.dropbox.com)) present an attractive alternative but they do carry security risks. Your personal data is stored on remote server computers, which might be hacked (this has happened).

The key to safe, secure and reliable backups is redundancy. This means making and keeping multiple backups in multiple locations: in this way, if one backup is for any reason unavailable then you'll be able to retrieve data from another. How often and how many depends wholly on the value you place on your data and your attitude to risk.

For many people, a couple of external hard drives used (and stored) in rotation will suffice. Keep one drive attached to your PC and use it for backups and swap it every few days for another stored at a trusted friend or family member's home. If one drive fails, is stolen or drowns in a flood, then the other should be safe at your other location. Buy a robust model, such as this 1TB Transcend (see below), for £50 from [www.snipca.com/12301](http://www.snipca.com/12301) to keep your data safe during journeys.





Our experts solve all your tech problems

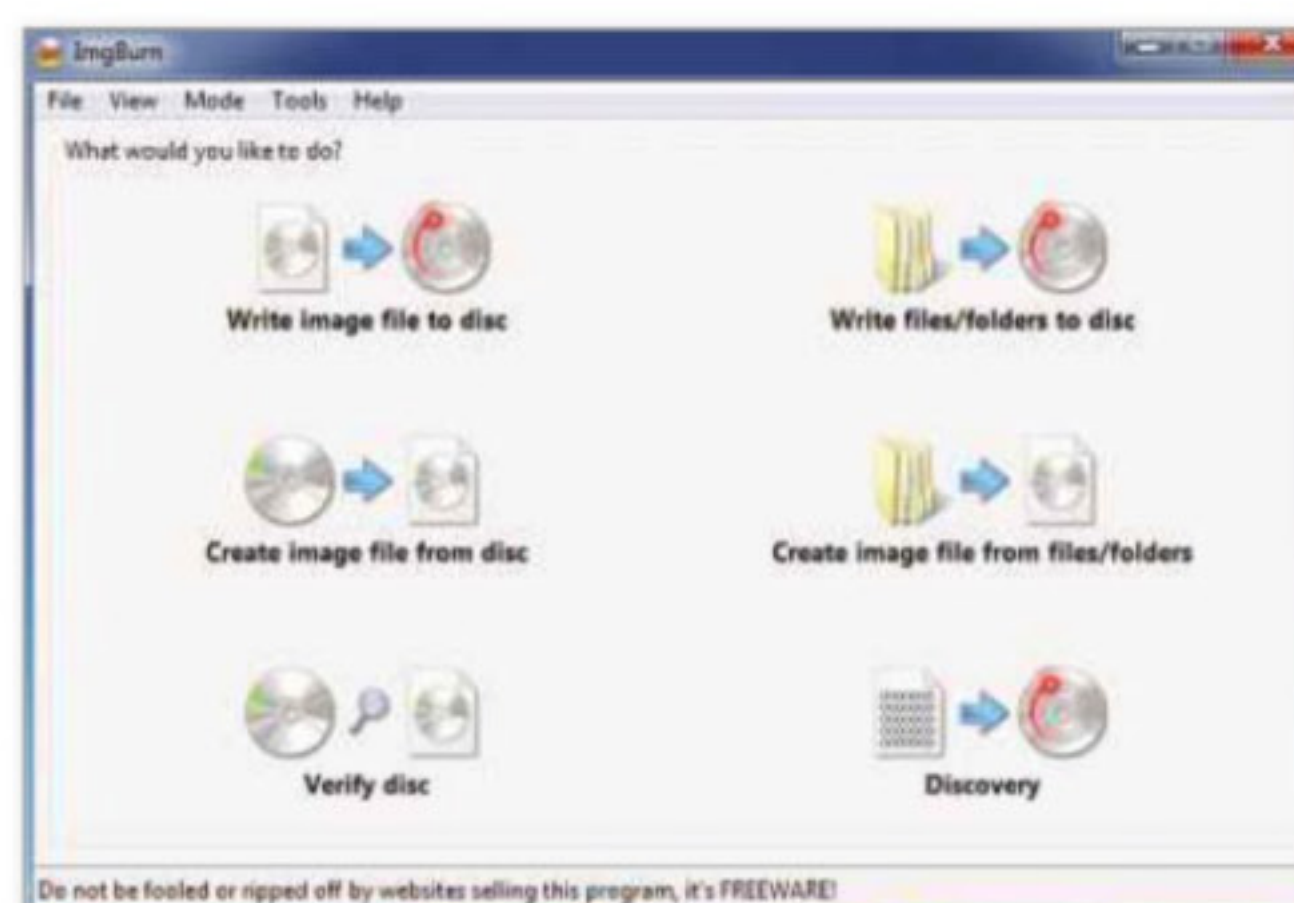
✉ Email us your problem and we'll try to help: [noproblem@computeractive.co.uk](mailto:noproblem@computeractive.co.uk)

## Will Linux support my touchscreen PC?

**Q** I have an ageing Toshiba Satellite R10-101 tablet PC that runs Windows XP Professional and has 2GB of memory. I know it may not be worth very much but it is reliable, still in remarkably good condition and works well. I'd like to update its operating system to make it more secure if that's possible. I tried to update it to Windows 7, but there were too many hardware-compatibility problems, so I'm wondering if any versions of Linux might be more suitable for it? My main worry is that I may lose the tablet capability if I switch systems. Is it worth trying or is my device a museum piece?

Mike Johnston-Price

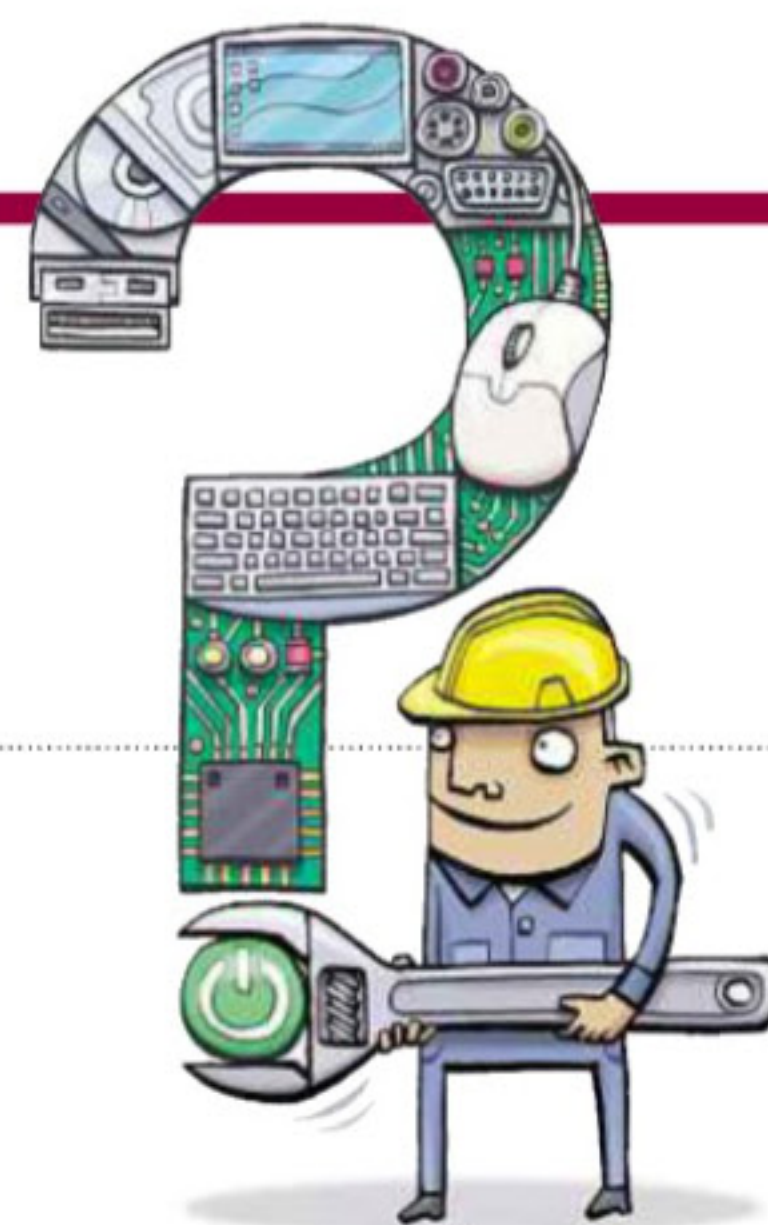
**A** The short answer to your question is that several of the countless Linux distributions do offer touchscreen support – including Ubuntu, which is arguably the best-



Use the free burning tool ImgBurn to burn Ubuntu to a DVD and trial it before installing it

known and most popular version of the operating system. However, getting a particular touchscreen device to work with a particular variant of Linux can be a hit-and-miss affair. So, it's certainly worth trying but don't expect Linux to prove any more accommodating to your tablet than Windows 7.

Our suggestion is to download and try various versions of Linux in 'live CD' (or DVD) form: we know that your device has a built-in DVD drive so you



can use this to launch Linux in a kind of trial mode that won't affect your tablet's current setup. This approach won't confirm right away that everything works perfectly, but it will let you test the aspect that's most important to you – touchscreen interaction.

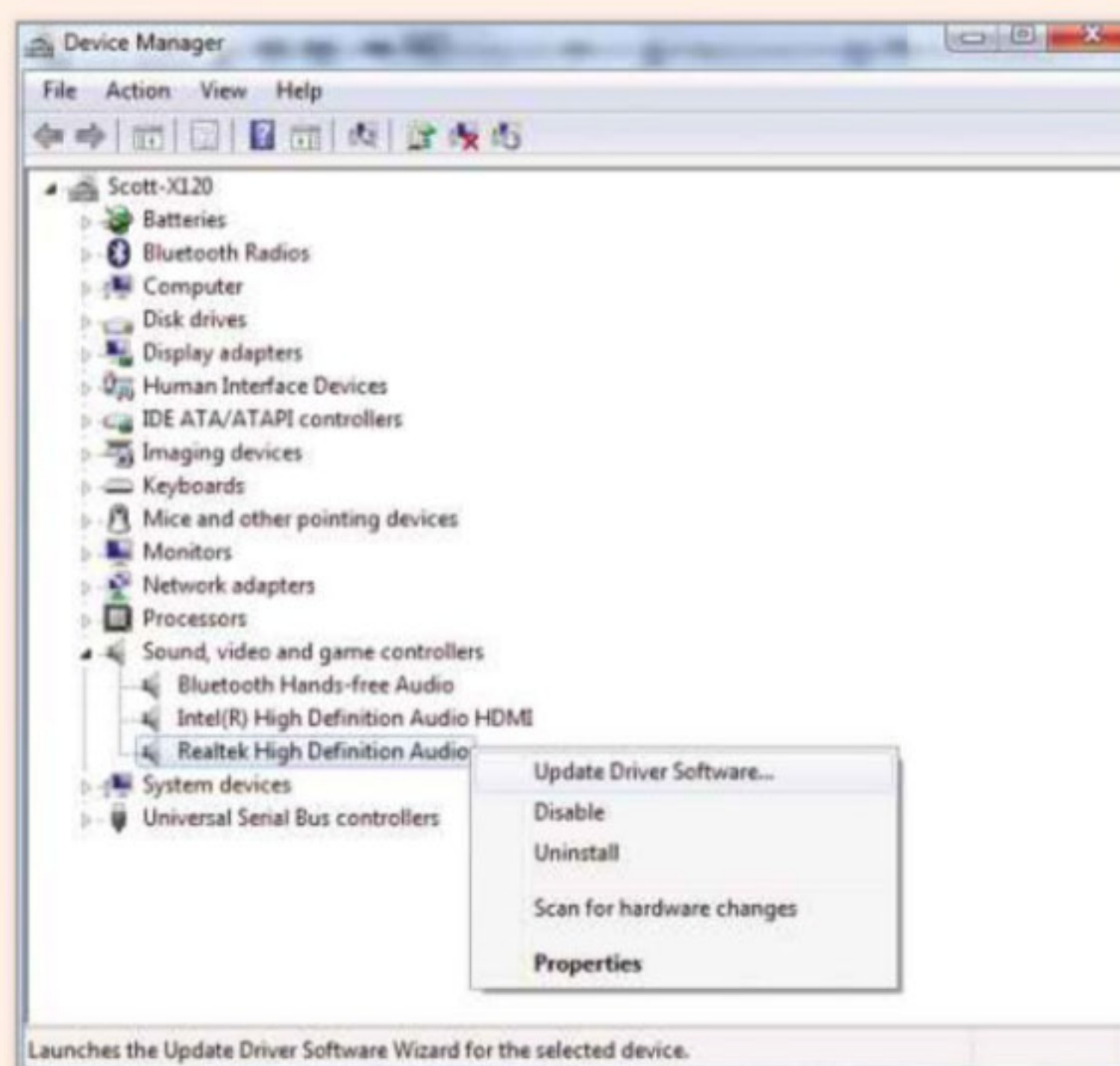
With Ubuntu, for example, you'd download the operating system from [www.snipca.com/12288](http://www.snipca.com/12288) and then use your disc-burning software to burn the ISO file to a DVD disc. ImgBurn ([www.imgburn.com](http://www.imgburn.com)) is a good, free burning tool, if you need one: just click the 'Write image file to disc' option then follow the prompts. When the disc is complete, pop it into your Satellite's drive, restart the PC to boot from the disc then choose the 'Try Ubuntu without any change to your computer' option.

## Why is my audio skipping?

**Q** I have a reasonably modern laptop with Windows 7 and 4GB of memory. Recently, my audio has started to skip for fractions of a second. This happens in iTunes, YouTube or any other program or service with audio. I have the latest version of iTunes. The same tunes (from my iTunes library) play just fine on my iPod. Any suggestions please?

Richie Richardson

**A** There could be any number of reasons for this. First, check you have the latest **drivers** installed for your **sound card**. Hold down the Windows key and tap Pause/Break and then click Device Manager. Next, click to expand the 'Sound, video and game controllers' category to find your sound card. Right-click the card, choose Update Driver Software and



Update your sound card's driver via the Device Manager if your PC won't play audio properly

click 'Search automatically for updated driver software' and follow the prompts.

If that doesn't work, try to recall if you've installed new software recently.

Sound usually takes a backseat to other processes on your PC so demands from other programs can lead to audio jitter. If you have antivirus software installed, check whether its 'real-time' option is enabled. This checks the contents of new emails, links that you click or files that you open – and can affect music playback.

Also, use Task Manager to see if any program or service stands out as a resource hog.

Right-click the Taskbar, click Start Task Manager and, in the Processes and Services tabs, click the CPU heading to sort by the most demanding entries.



# Problems Solved

## How do I disable pop-ups in Outlook 2010?

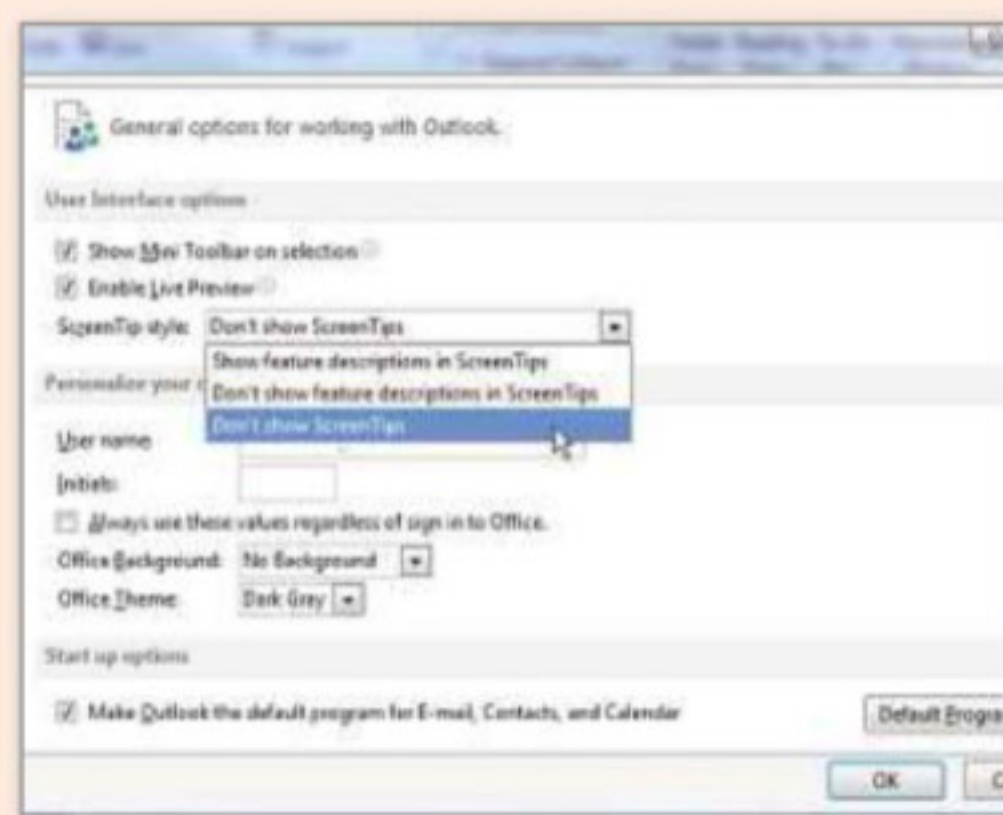
**Q** I've been using Outlook 2010 for a few years now and mostly find it pretty good, but one thing that bothers me is that when I hover the cursor over some sections, a little pop-up appears. This might be a preview of an email, an extended hyperlink or information about a tool I'm about to click. I don't mind the message preview but I find the others deeply irritating.

I know what these tools are and how to use them because I use them all the time, so why does Outlook insist on telling me every time I try to click them? Is there any way to disable these pop-ups?

Mark Carpenter

**A** These pop-ups are known as ScreenTips (or 'tooltips'). In Outlook 2010 it's possible to disable the ones that appear when you hover over tools, but you can't get rid of the others – so I'm afraid you're stuck with the message previews and the extended hyperlinks.

However, you're most annoyed by the tooltips that pop up when you try the tools, so here's how to eradicate them. Click File followed by Options and then click to select the General tab. Now open the 'ScreenTip style' dropdown menu and choose 'Don't show ScreenTips'. Click OK to close the Outlook Options dialogue box and you can wave goodbye to those annoying pop-ups.



Get rid of annoying ScreenTips in Outlook via 'General options'

## How should I back up my two PCs?

**Q** Backing up has always been my Achilles' heel but the XP Survival Guide feature in Issue 417 prompted me to take things more seriously. You recommended Windows Easy Transfer to back up files, but as this was the first ever issue of *Computeractive* that I bought, I missed the advice in the earlier articles. What is this program and how do I launch it?

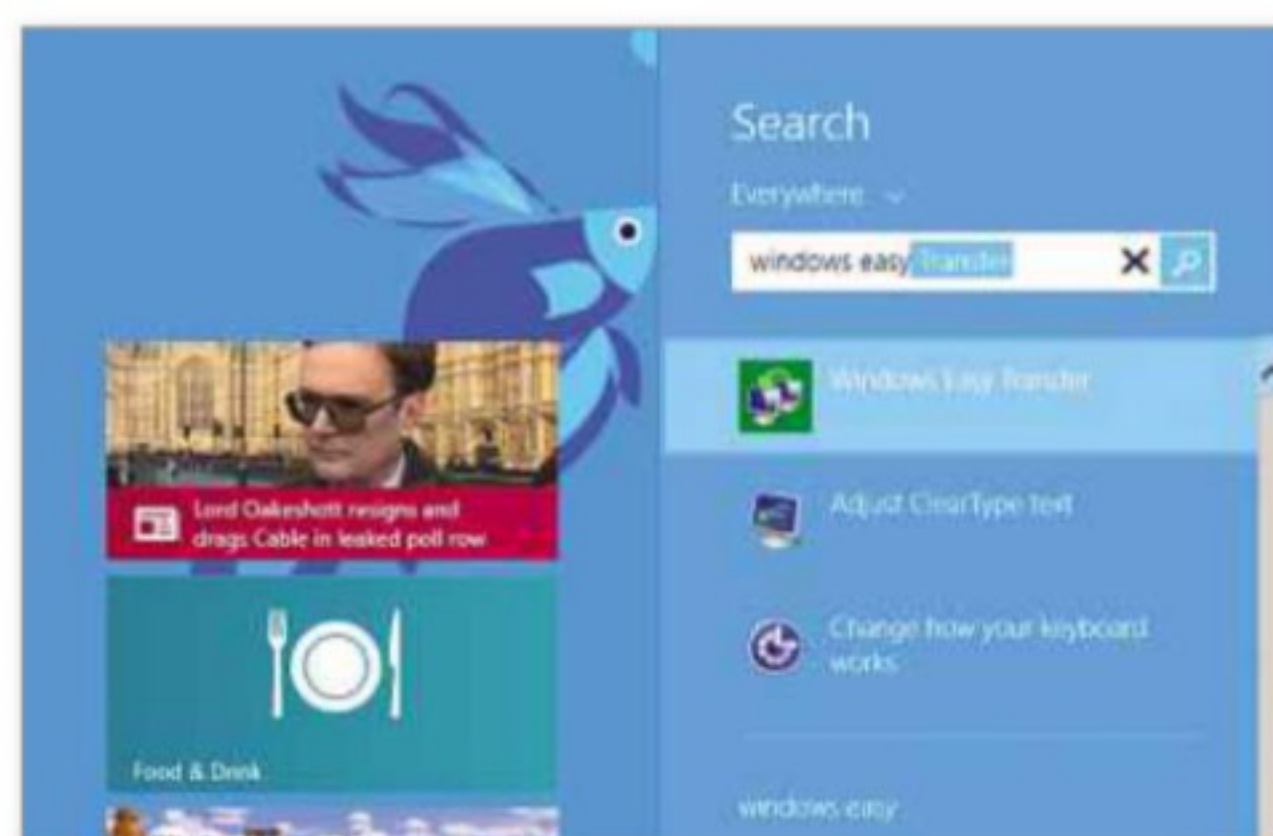
I have bought two Western Digital drives to back up my two Windows 7 PCs and these came with a backup program pre-installed. Can I use these external hard drives as the backup source? If so, will I have to remove Western Digital's backup program first? Do I need to format the drives?

John Kinchington

**A** Windows Easy Transfer is built into Windows and is launched by typing **Windows easy** from the Start menu (or the Modern tile interface in Windows 8) and pressing Enter. However, this tool is not suitable for everyday backups – it's

designed for transferring personal files and settings from an old computer to a new one.

You could use Western Digital's backup software if you want, but Windows 7 comes with its own backup software. Click Start, Control Panel and then click 'Back up your computer' under 'System and Security' followed by 'Set up backup'. Select your Western Digital drive from the Backup Destination list, click Next and then follow the prompts to decide what and when to back up. You should not need to format your drives, incidentally.



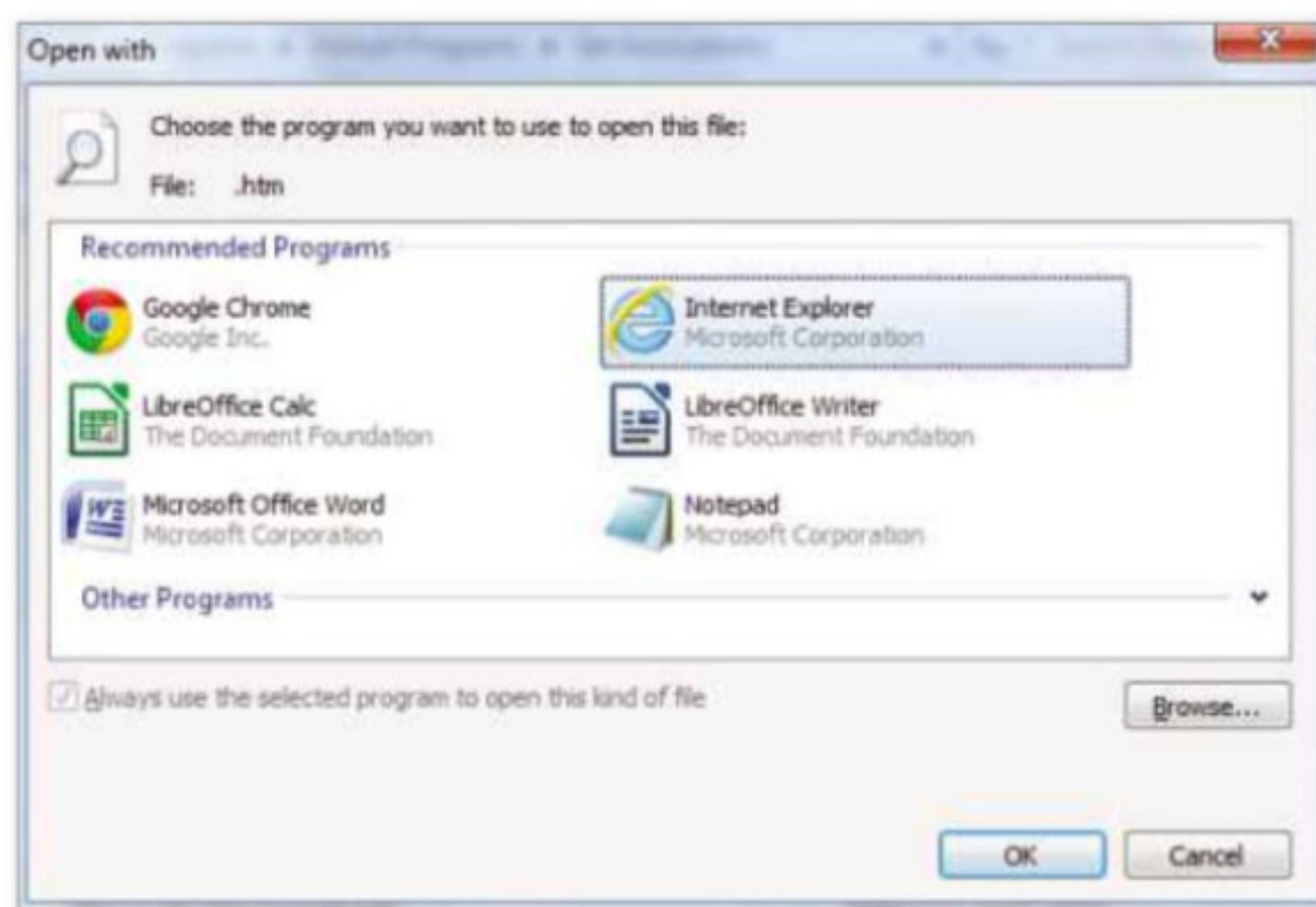
Open Windows Easy Transfer in Windows 8 by typing 'Windows easy' on the Modern tile interface

## Why won't email links work when I click them?

**Q** When I open an email and want to open a link contained within it, I see the following message: "This file does not have a program associated with it for performing this action. Create an association in the Set Association Control Panel."

What is this and how do I access it?

Jim Mewes



Re-establish any lost associations between hyperlinks and your web browser via the Default Programs settings

**A** This is happening because Windows has somehow lost the association between hyperlinks and your web browser. This may have happened if you've experimented with different web browsers, perhaps installing and subsequently removing a new one.

To fix the problem, click Start, Default Programs, then 'Associate a file type or protocol with a program'. Find the **.htm** entry in the list and then click the 'Change program' button. Now choose the web browser (Internet Explorer or your preferred alternative) and then do the same for the **.html** entry.



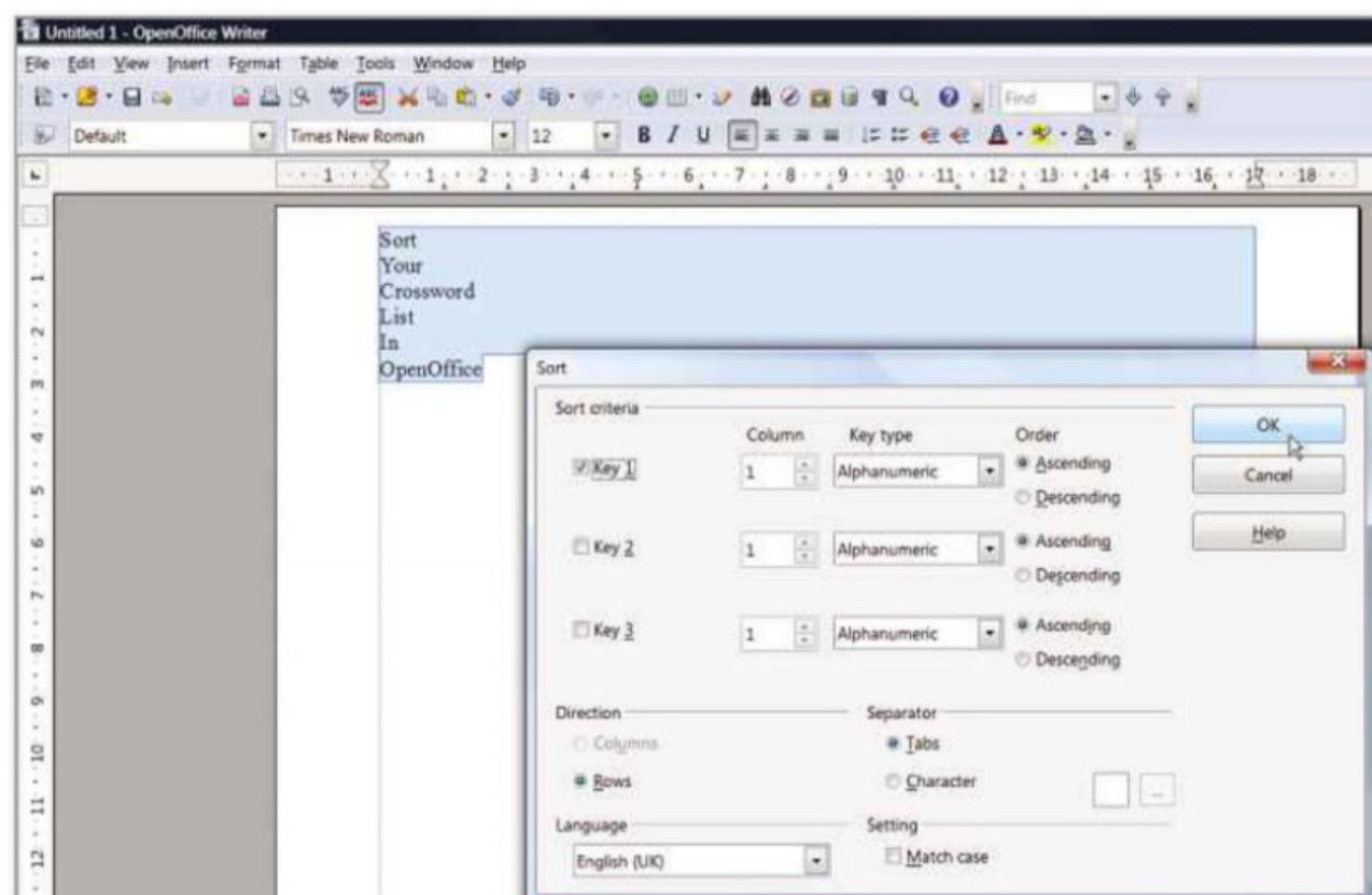
## How can I sort my crossword list?

**Q** I compile crosswords longhand but use an old DOS-based text editor called Bingo to sort my 'used words' list in alphabetical order. I want to update to a Windows 7 computer but the only text editor I can find that does most of what Bingo does is one called ConTEXT. It only sorts files up to 10,999 lines long – and my document is now 11,878 lines. Do you know of a standalone program that would let me sort lines in large text files?

Trevor Kirton

**A** Pretty much any modern word processor will do what you want. We know you don't need all the features they have to offer but it's easy to overlook these. We're assuming you don't have Microsoft Word installed, so instead grab OpenOffice from [www.openoffice.org](http://www.openoffice.org) and use Writer.

Copy and paste your word list into a



To sort files containing long lists, paste into an OpenOffice document and use its Sort settings

new document and then save it. Now press Control+A to select the entire document. Next, open the Tools menu and choose Sort to open the Sort dialogue box. Ensure that 'Key 1' is ticked, that 'Key type' is set to Alphanumeric and that

the Ascending button is selected under Order. Click OK and your word list will be sorted. We're not sure if Writer has a sort-length limit but we tried it with a document containing 20,000 words, so it'll do the job you need for a while yet.

## Why can't I find Internet Explorer 11?

**Q** I have recently upgraded to Windows 8.1, but have suddenly lost Windows Explorer. I've tried to download it from Microsoft, but I'm told that I already have Internet Explorer 11 installed. So where has it gone? It's not showing in my tiles or program list. I'm having to use Google Chrome for now. Also, my other computer – running Windows XP – recently froze. I eventually got it to work, but when I try to launch Internet Explorer I'm told I need 'V2.0.5027'. What on earth is going on?

Harry Cunnah

**A** First, let's be clear on the product names here: Windows Explorer is the name of the file-explorer tool built into versions of Windows prior to Windows 8. In Windows 8/8.1, Windows Explorer has been renamed File Explorer. However, you're

clearly talking about Internet Explorer, which is the web browser.

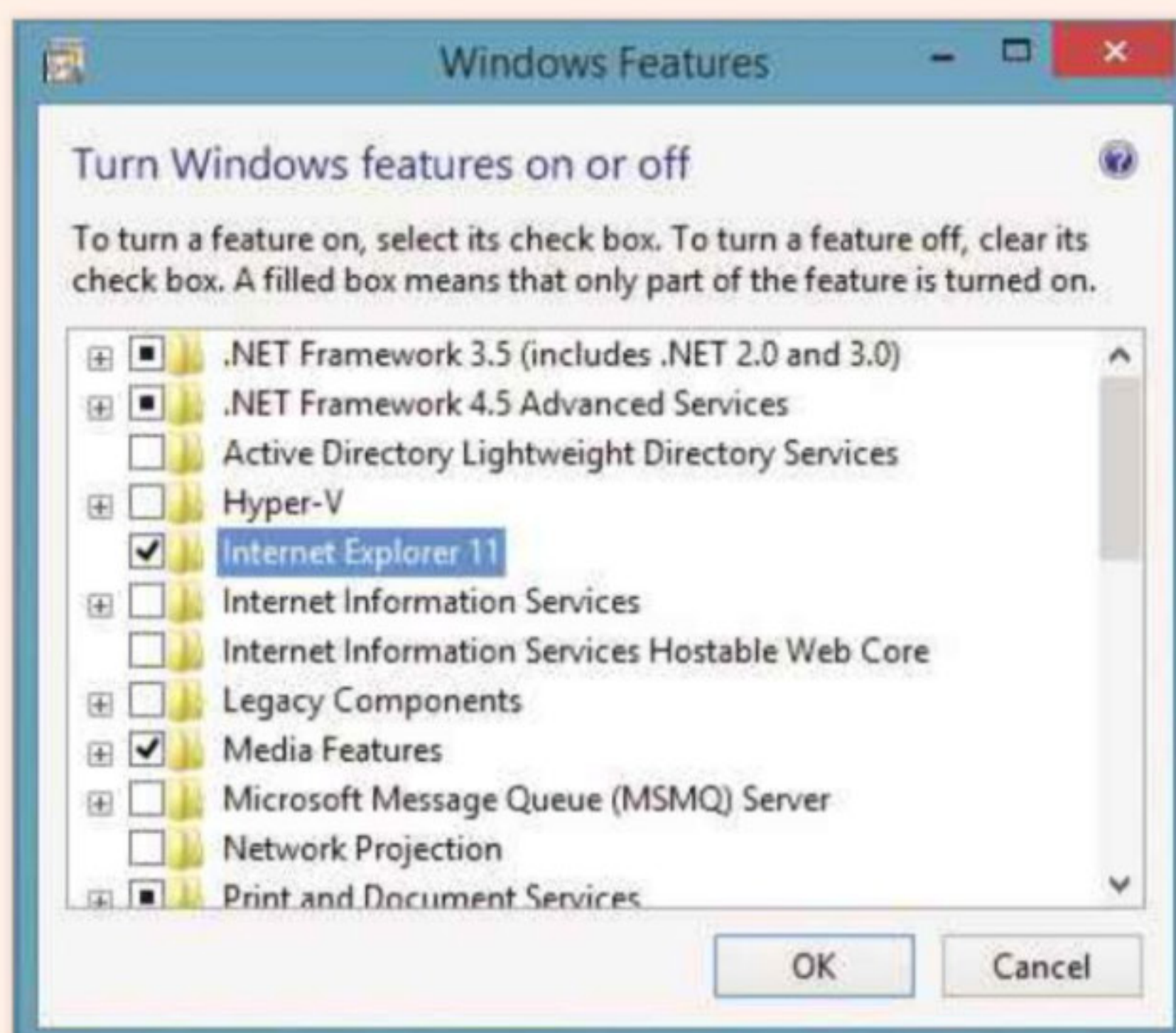
Internet Explorer 11 (IE11) is built into Windows 8/8.1 and, as such, can't be uninstalled or reinstalled. However, it can be 'switched off' so that it doesn't

appear in the tiles or apps list. Our best guess is that you somehow did this accidentally.

To switch it back on, from the Modern tile screen, type **Turn Windows features on or off**, then click (or tap)

'Turn Windows features on or off'. Scroll through the list to find IE11, tick the box next to it and then click OK. If it doesn't reappear as a tile then, from the tile interface, go to your Apps screen by clicking the down arrow (or swiping up from the bottom), then right-click the IE11 tile and choose 'Pin to Start'.

To solve the problem of your frozen XP computer, you need to download a later version of Microsoft's .NET framework from [www.microsoft.com/net](http://www.microsoft.com/net).



If you have accidentally turned off Internet Explorer 11 in Windows 8/8.1, you can turn it back on again via the Windows Features options



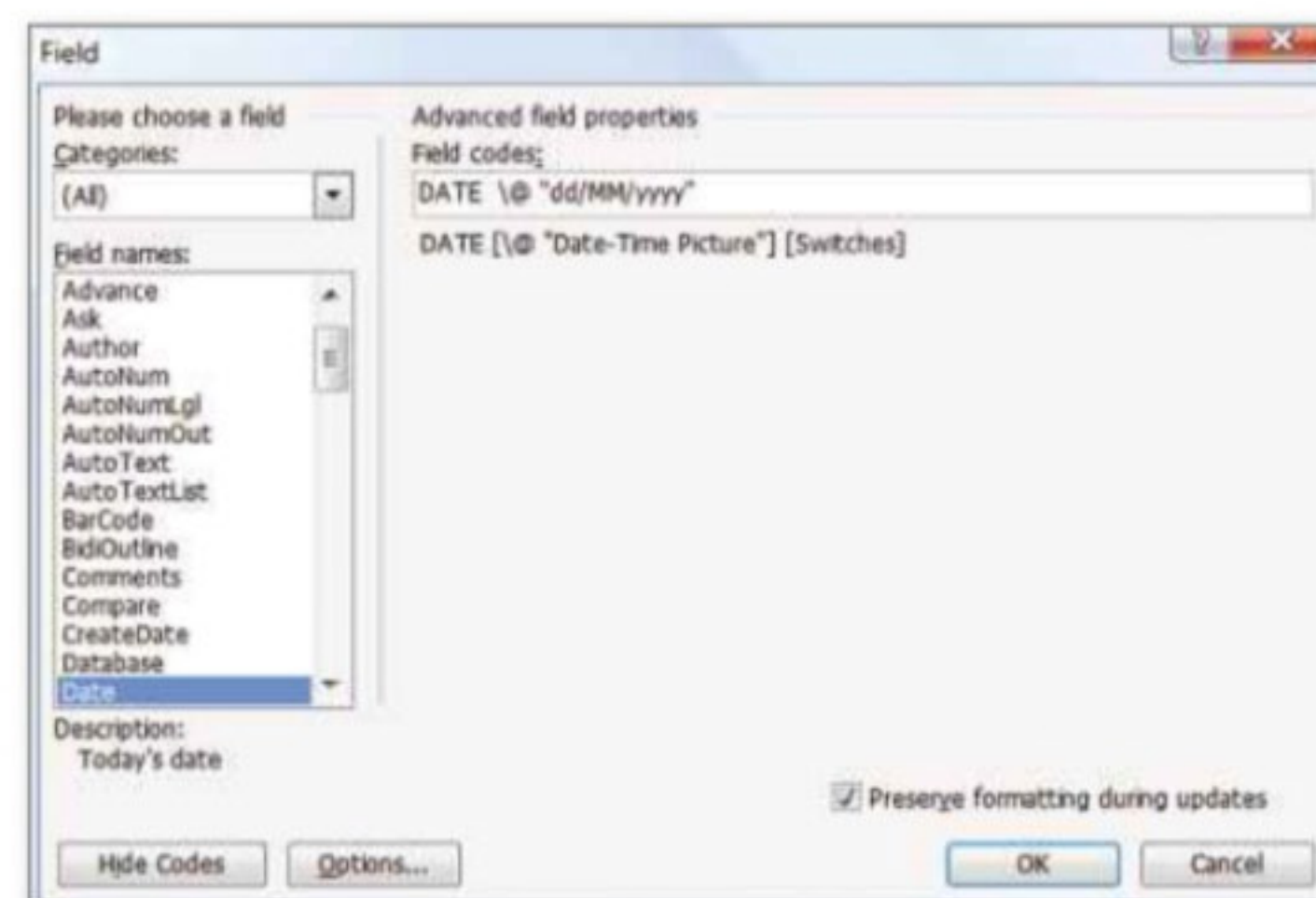
# Problems Solved

## Why are my mail-merged dates wrong?

**Q** I use Office 2007 and mail-merge between Access and Word to produce letters, invoices and so on. When I enter dates into Access using the dd/mm/yyyy format they appear correct, but in the merged document in Word they appear as mm/dd/yyyy. This would confuse the hell out of my clients, as obviously 1 October is not the same as 10 January, for example. So, I have to amend everything manually. I've had this problem for years and have wasted so much time. No one I ask seems to know the cause. Please can you offer a solution? If you can I'll continue to buy your magazine!

Nick Cartwright

**A** This problem is caused by the Word document into which you are merging the dates (and presumably other information, such as client names and addresses). Our guess is that your document has been created from a template with US heritage, as our American friends like to order their



Change incorrect default date-formatting in Office via the 'Field codes' settings

dates in the mm/dd/yyyy format.

The fix is surprisingly easy, so you'll kick yourself for not applying it sooner. First, open your mail-merge template document. Next press Alt+F9 to reveal the document's field codes: these are the (usually hidden) placeholders where merged data is inserted when you execute the mail-merge. Look for the date field, which will look something like '{DATE \@ "mm/dd/yyyy" \\* MERGEFORMAT}'. Right-click this field, choose Edit Field, then click the Field Codes button at the

bottom left of the Field dialogue box. Now, in the 'Field codes' box under 'Advanced field properties', edit the relevant date format to what you want – change 'mm/dd/yyyy' to 'dd/mm/yyyy' (see screenshot).

Finally, click OK to close the dialogue box, press Alt+F9 to hide the field codes (if you want) and save and close your document. The next time you run your mail-merge the dates should be as you want. Now, be sure head to the shops and buy the next issue of *Computeractive* – a deal's a deal!

## NEXT ISSUE

ON SALE  
23 July

- How do I change boot drive letters?
- How do I uninstall Windows Messenger?
- Can I still activate Windows XP?
- ...And many more

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## READER TO THE RESCUE

Answer readers' problems at [forums.computeractive.co.uk](http://forums.computeractive.co.uk)

## How do I stop my PC freezing in Safe Mode?

**Q** My PC runs Windows 7 Home Premium, with Service Pack 1. Recently, I've had one or two occasions when the PC freezes with the little 'something is happening'

circle busily rotating on the screen, but nothing ever actually happens. If I eventually hit the Reset button I get the option of restarting in **Safe Mode**. When I do so the cursor freezes, and I can't do

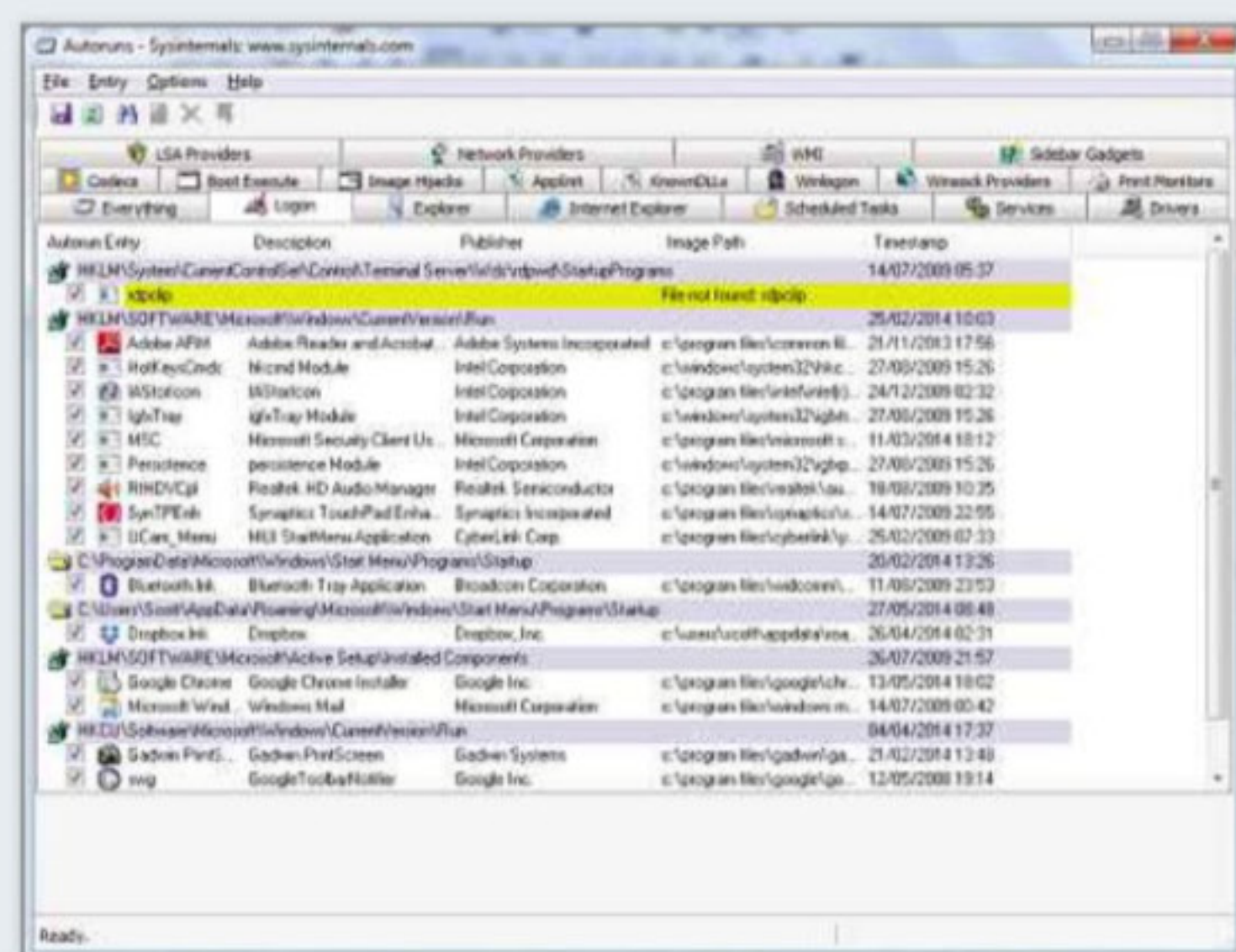
anything else. I then shut down completely and restart into Windows proper, and all is seemingly back to normal. Feel like suggesting a reason?

Such, Computeractive Forum

**A** I suspect there's something conflicting with Windows that's trying to start up but instead causes Windows to crash. It may be malware, a corrupt program or a

browser add-on. Start by running a scan with Malwarebytes ([www.malwarebytes.org](http://www.malwarebytes.org)). Also, use Microsoft Autoruns to take control of whatever is trying to start at boot and uninstall any unwanted programs – get it from [www.snipca.com/12326](http://www.snipca.com/12326). Also uninstall any unwanted browser add-ons and update the rest.

Calimnaco, Computeractive Forum



Uninstall any problematic startup programs by using Microsoft Autoruns

**A** Out of interest, are you using ZoneAlarm firewall?

I've been having similar problems over the last few days due to vsmon.exe (part of ZoneAlarm) suddenly hogging up to 90 per cent of the processor time. I've used ZoneAlarm for many years without this problem, but Googling shows that the problem has actually been around for a few years.

Jukebox, Computeractive Forum





# Android 4.4

Make your battery last longer, prevent connection problems and get your apps working again after updating to Android KitKat

### Apps crash after 4.4.3 update

A recent update to Android 4.4 (KitKat) – update 4.4.3 – improved the battery life and performance of some devices but plagued others with bugs, quite often crashing apps. The update was subsequently found to contain a security flaw that may have allowed hackers to gain access to your device by exploiting an **OpenSSL** bug.

The latest update – update 4.4.4 – patches this flaw and fixes the crashing bug. So if you updated to 4.4.3, check your device's notification panel for the latest update and download it immediately. If you have a Nexus, go to Settings, About Device, System Updates, 'Check now' and download the 4.4.4 update.

The update is now being rolled out, but some devices (notably Motorola) may have to wait several weeks. If you can't get 4.4.4 yet, clear your device's **cache** to cut down on app crashes, and guard against hackers by using an antivirus app such as Kaspersky Internet Security ([www.snipca.com/12535](http://www.snipca.com/12535)) and keeping it updated.

### Battery drains far too quickly

Many people who've downloaded Android 4.4 have complained about abnormally fast battery drains since the update. This is partly caused by a glitch in the camera software, which was fixed in update 4.4.3, so make sure your device is set to update automatically. If you haven't

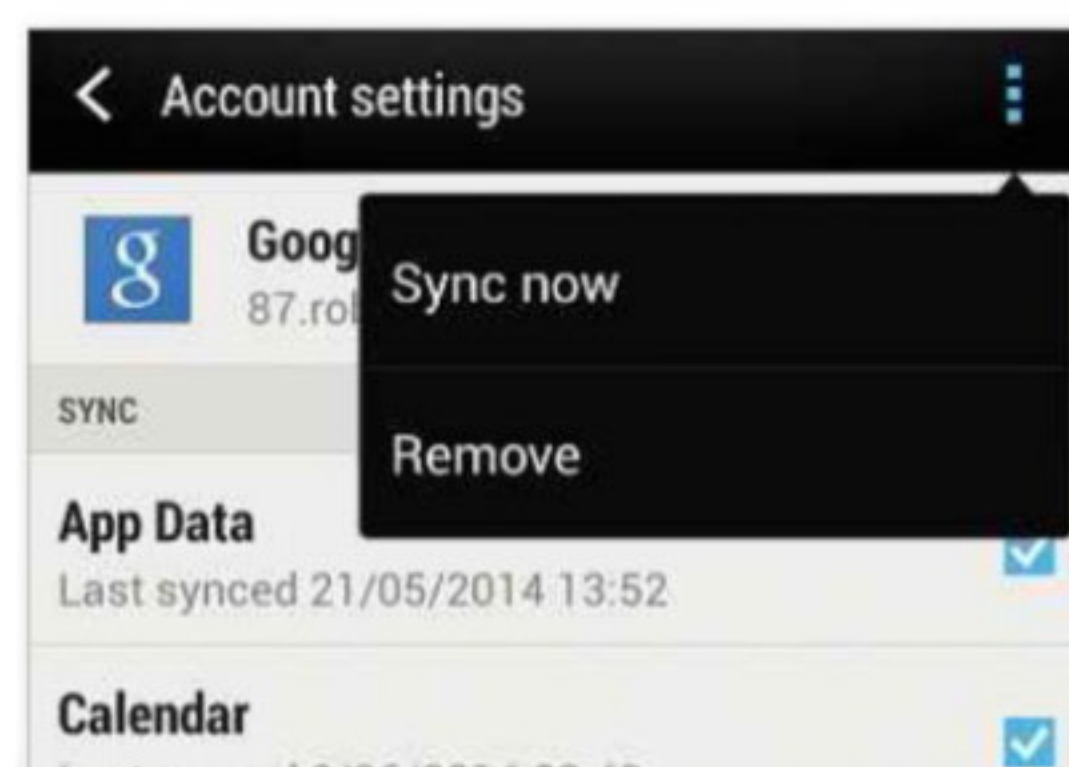


Find out which running processes are draining your battery with GSAM Battery Monitor

yet received the 4.4.3 update, make sure you avoid having too many apps running in the background at once – especially apps that use the camera. Many apps continue to run even when you close them, as you can see from your Android settings (tap Apps, Running). GSAM Battery Monitor ([www.snipca.com/12461](http://www.snipca.com/12461)) is an excellent free Android app that shows you which processes are still running and what effect they're having on your battery and **processor**. If a particular app is using too much battery power, tap it in the list, tap Manage and disable or uninstall it. To disable native Android apps and processes, use the free new CCleaner app ([www.snipca.com/12462](http://www.snipca.com/12462)).

### Apps won't download or update

If your tablet or phone suddenly refuses to download or update apps (Error 491), first check that you have space on your device, and that the app you're trying to



Refresh your Google account by removing it in your device settings and logging in again

download is compatible with your device (you can find out in Google Play's description of the app, just under the price). If these are in order, you may need to refresh your Google account on your phone. Go to Settings, Accounts or 'Accounts & sync', tap Google, tap your Google account, tap the Options logo (usually in the top right) and tap Remove or 'Remove account'. Restart your phone and log into Google when prompted.

### Google online services won't connect

If your tablet or phone has no trouble browsing the internet, but can't connect to Google apps such as Gmail, Google Play and Google Drive, Google may be locking you out of your account. This is a side effect of its **two-step verification** process. Two-step verification is a security measure that asks for a code when you sign into your account on new devices. It's great for tightening security, but if it doesn't work properly you can end up locked out of your device.

To get back in, go to a Google service on your computer (for example, Gmail), click your account picture, click Account and select Security. Under Password, click Disable next to '2-step Verification'. Remove your Google account from your device (see previous tip), restart it and log in when prompted by one of Google's apps.

### Can't connect to internet

There have been reports of unreliable Wi-Fi signals on devices with the latest 4.4.3 update. You can fix this and many other bugs by wiping your device's cache (see first tip). There are other things you can do to reconnect you. Tap Settings, Wi-Fi, Options (usually three dots), Advanced and untick 'Wi-Fi optimisation'. Wi-Fi optimisation throttles your device's Wi-Fi to preserve battery power, and is switched on by default. Switching it off uses more battery power, but gets you a more reliable connection. You can also try changing the channel your Wi-Fi router uses. Free app Wifi Analyzer ([www.snipca.com/12463](http://www.snipca.com/12463)) shows you all the available Wi-Fi channels and lets you switch to the fastest one from your tablet or phone.

If you can't connect to the internet via 3G or 4G, your Access Point Name (APN) settings might be out of sync. Go to Settings, 'Mobile network settings', 'Access point names', menu and tap 'Reset to default'.





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# Jargon Buster

**1080p** Type of HD video.

**256bit AES** Advanced Encryption Standard. The highest level of encryption possible under AES.

**32bit** A measure of how much information a computer can process at once.

**4G** A set of technologies that delivers faster mobile broadband.

**802.11ac** A standard for wireless networks that allows for much higher transfer speeds than 802.11n.

**802.11n** A standard for wireless networks that allows for high transfer speeds.

**Add-on** See Extensions.

**ADSL** Asymmetric Digital Subscriber Line.

**Adware** Software that displays ads.

**Augmented-reality** Lets you view the real world on a digital display and add elements digitally.

**Beta** A version of software that's being tested.

**Bitrate** A measure of data-transfer speed, or of the quality of digital video or audio files.

**Cache** A temporary space for storing information.

**Command line** A way to control a computer by typing instructions one at a time. In Windows this is called the Command Prompt.

**Compression** The process of reducing the size of a file by encoding the data inside it.

**Cookie** A file stored on your PC by a website. Used to store browsing preferences, log-in details, etc.

**CPU** Central Processing Unit.

**Defragment** To reorganise the data stored on a hard drive so files are stored in one piece and can be accessed quickly.

**DOS** Disk Operating System. DOS was the predecessor to Windows.

**dpi** Dots per inch.

**Driver** A file that tells Windows how to work with a peripheral device.

**Dual band** A router that can work at two radio frequencies.

**Dual core** When two processors are combined into a single chip.

**EXE** A program file designed to run in Windows.

**Extension** A program that adds extra features to your browser.

**Feedback** The tactile response that the keys on a keyboard give when they've been pressed.

**Force-uninstall** A method of uninstalling an uncooperative program using brute force methods.

**GHz** Gigahertz. A measure of how many instructions a chip can process per second.

**Gigabit Ethernet** A very fast networking standard that can transfer data at up to 1,000Mbps.

**HDMI** HD media interface.

**Hotspot** A public area covered by a wireless network that allows you to access the internet.

**.htm** See .html.

**.html** The file extension for HTML files.

**Indexing** The process of creating a catalogue of everything on your computer to make it easier for a search program to find files.

**Integrated graphics chip** A device that has a chip for processing graphics data built on to its motherboard.

**IP Address** Internet Protocol Address.

**ISO** A type of file that contains all the data from a CD or DVD.

**JPEG** Joint Photograph Experts Group.

**Log** A file detailing the behind-the-scenes events in an operating system, including events leading up to a crash.

**MB/s** Megabytes per second.

**Megapixel** A measure of the amount of detail that can be recorded by a digital image.

**Metadata** A set of data that gives information about a file.

**MFP** Multifunction printer.

**MHz** Megahertz. A measure of speed used for memory and some older processors.

**mSATA** A smaller version of the SATA interface.

**NAS** Network-attached storage.

**Noise** Visible dust-like speckles that appear in some camera and TV images.

**Open source** Software that can be modified by anyone, rather than just by the employees of the company that created it.

**OpenSSL** An open-source version of the SSL software for encrypting data transferred over the internet.

**Overwrite** A way of ensuring data is securely erased by writing new data or nonsense data in place of the data to be deleted.

**Partition** A large hard drive can be split into two or more partitions or 'virtual' drives.

**Plug-in** A small program that adds extra features to your web browser or to other applications.

**PNG** Portable Network Graphics.

**Process** All programs and drivers run as processes on the computer.

**Processor** The processor is the brain of a computer.

**Quad core** A computer that has four processors on a chip.

**Raid** A system for storing data efficiently and automatically backing up computer hard drives.

**RAM** Random-access memory.

**Ransomware** Malware run by hackers who take over your PC and demand a payment to release it.

**Registry** A file integrated into Windows that stores information on all hardware and software installed on your PC.

**Safe Mode** A way of starting Windows so that various programs and peripherals are prevented from working.

**SATA 3** Also known as SATA 600. The latest and fastest version of the SATA interface.

**SD card** Secure Digital card.

**Server** A computer on a network, such as the internet, that distributes data to other PCs.

**Sound card** An expansion card that lets a PC create game sound effects, music, and so on.

**SSD** Solid-state drive. Storage that, unlike a hard drive, uses no moving parts.

**System Restore Point** The collection of system files stored by System Restore on a given date and time to which Windows can revert if a problem occurs.

**Two-step verification** A system that uses two different means to identify the user.

**USB2** Faster successor to USB.

**USB3** An even faster version of the USB standard.

**Upload** Copying data to a server or other internet-connected computer.

**VESA** Video Electronics Standards Association. A standard mount for attaching monitors onto stands and walls and for mounting mini PCs on the back of monitors.

**VPN** Virtual Private Network.

**Web apps** Programs that aren't stored on your PC, but on a web server and run via your browser.

**White balance** Adjusts the balance of colours in a photo to produce natural-looking images.

**ZIP file** A file that can contain a number of compressed documents or files.



# The Final Straw



STUART ANDREWS is  
Computeractive's Mr Angry  
@SATAndrews

In this issue Stuart Andrews is driven to despair by...

## Password confusion

**Y**ou might have thought that I'd know better, but I was caught out by the latest big security breach. Hackers getting hold of my eBay password wasn't a problem. The problem was that I'd committed one of online security's cardinal sins. I'd used the same password across a range of sites and services, which meant having to change them all. From the account I use to log into Windows, to the accounts I hold with several well-known stores, I'd used the same password for each and every one.

I know. I've already asked myself 'what did you expect?' while banging my head against a wall. But as I went from site to site changing passwords, then spent the next week struggling to log in, I started to understand the how and why. In line with current security best practice, most of the sites and services I use recommend intricate passwords involving long words, baroque combinations of uppercase and lowercase letters, arcane symbols and substituted numerals. Some of them even make this nonsense mandatory. Sadly, the more ornate the password, the less chance I have of remembering what on Earth it is.

Cue days of frustration. I wanted to read a book on my smartphone while I was waiting in my car, but the Kindle app wanted the new password, and I just couldn't seem to get it right. Later I wanted to watch a film online, but I couldn't remember that one either. Did I use a hyphen, an underscore or an ampersand? Who knows? I couldn't even boot into Windows 8, which kindly locked me out of my PC and then my account. To get it unlocked I needed to go to the website with a browser. Erm, Microsoft, you've just locked me out of that!

OK. I know I could go back and reset passwords, but with each change I just get more confused. That's the problem with strong passwords: they can make the hacker's life much harder, but they also have the same effect on us. Remembering them might not have been a problem for the youthful me with a steel-trap mind, but the current model struggles to remember where he put his glasses, let alone a string of 16 characters, containing symbols, capitals and numbers.

What really winds me up, though, is the attitude of those that let it happen.

I'm furious at myself for being so stupid, and at the hackers for causing this whole mess. Yet it seems to me that every time a company has one of these disasters, it's their own security that's to blame. They force us to use complex passwords that look like *Countdown* conundrums from a distant planet, yet they can't keep their own systems properly secured. In eBay's

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case, it seems that hackers managed to get hold of employee log-in credentials, then eBay twiddled thumbs for months while it tried to work out what was grabbed.

This needs to stop. I know I was to blame for my own lax security, but there wouldn't have been an issue had eBay not been even more lax with theirs. More and more of these big corporations are putting the onus on us, meaning longer passwords, more authentication, codes being sent to your mobile phone and more. Yet each effort seems to make no difference to the hackers, while making things tougher and less convenient for the rest of us. Perhaps if they could keep things locked down tight at their end, we could all relax a bit more.

✉ Do you agree with Stuart?  
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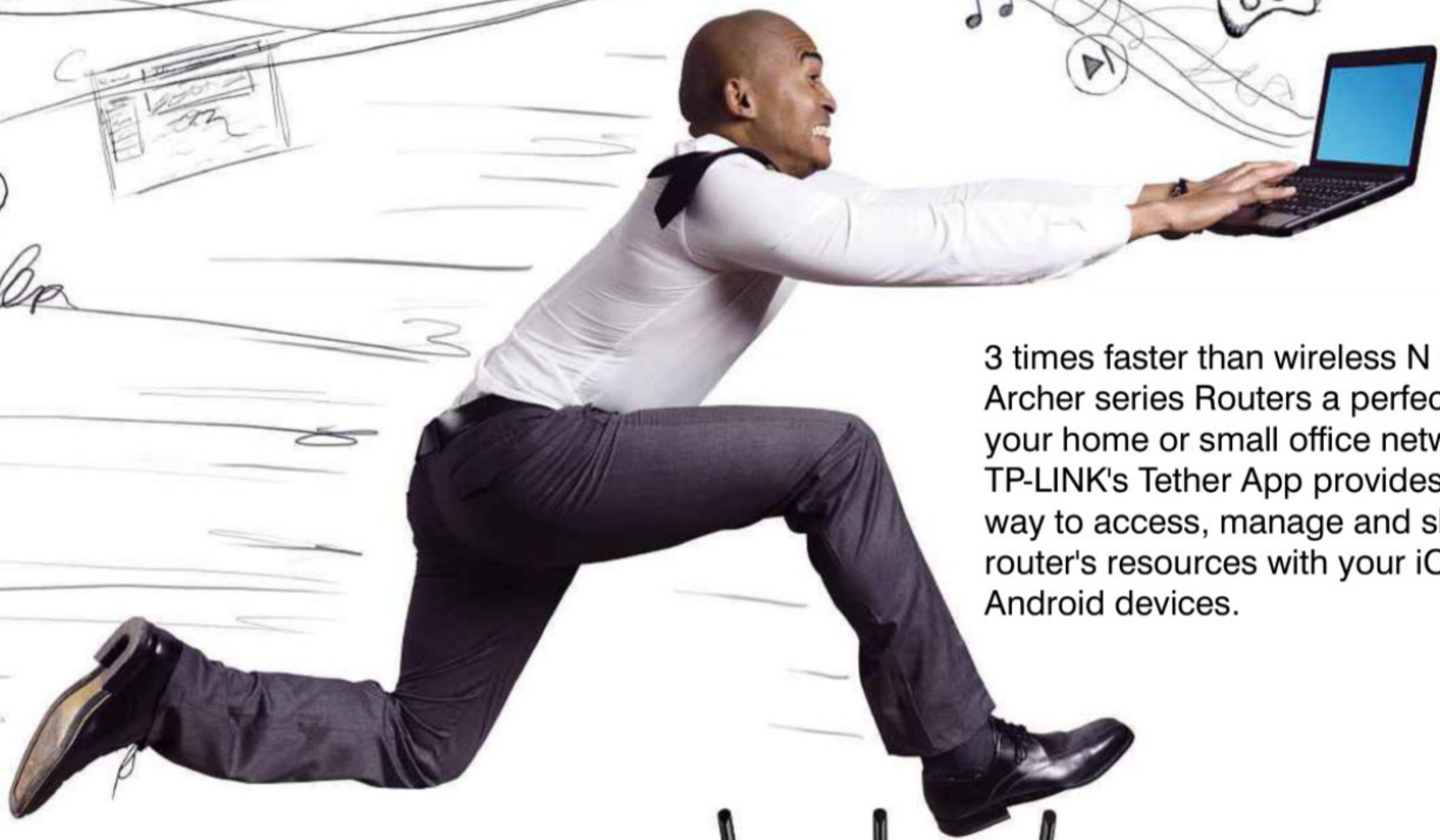
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